



## Rates Guide

### Rates and Cost Recovery Program

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|        |                  |          |                   |          |
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**Purpose:** The rates guide is intended to provide our customers with information regarding rate setting methodologies, rate structures, and the billing processes used by the Data Center.

**Overview:** The Health and Human Services Data Center (HHSDC) provides information technology (IT) services to other departments of the State of California, primarily Health and Human Services Agency departments. The Data Center operates on a fee-for-service basis, and is completely self-supporting. All costs are recovered through charges to customer agencies. HHSDC does not receive general fund appropriations.

**Contents:** This document is comprised of four major components, as follows.

### ***I. Rate Process***

Establishments of Rates  
Allocation of Costs  
Software Guidelines

Forecasting  
Depreciation Procedures

### ***II. Cost Centers***

Provides a description of the services offered by cost center as well as the measurement and description of the charges for each service.

### ***III. Project Cost Centers***

Provides the cost allocation and charges for each of the statewide automation project sites.

### ***IV. Invoicing/Billing***

Describes the billing invoice components, billing invoice review, and the billing adjustment processes.

Definition of the User Codes and Account Codes structure, use, and purpose.

Admin fees/DGS fees

# **I. RATE PROCESS**

## ***ESTABLISHMENT OF RATES***

The Data Center categorizes costs into separate groups or cost centers that are directly related to each service provided to customers. The Data Center attempts to recover cost center costs through its billing structure. Specifically, the Data Center develops customer billing rates by:

- Forecasting costs that must be recovered through user charges.
- Assigning these costs to cost centers for which billing rates are developed.
- Determining an appropriate rate structure for charging customers.

In order to recover costs of services provided, the Data Center has two primary responsibilities:

- Identify and justify costs of providing its services.
- Establish fair and reasonable rates to recover these costs.

The amount billed to a customer each month for a specific cost center is based on:

- Measured usage,
- Flat Monthly Fee-for-Service, and/or
- Direct-charges.

Annually, the HHSDC determines whether the current billing rates and forecasted revenues will be sufficient to recover each cost center's forecasted costs during the upcoming budget year. A 'preliminary Rates Schedule is presented for PAC (Policy Advisory Council) members and customers, which includes forecasts of cost center expenses and utilization, potential new billing rates, as well as potential billing impact on customers based on a selected prior month of utilization.

## ***FORECASTED UTILIZATION***

To develop the cost center rates, the HHSDC must forecast its customers' budget year utilization for each cost center. This is achieved by analyzing past and present utilization levels, and factoring in the predicted growth for each cost center. Predicted growth is based on historical trends and customer projections.

Customers are asked to provide the HHSDC with their workload data three times a year. These projections in the CICS, TSO, ADABAS, and Batch workload areas are factored by each department's workload profile. A workload profile documents the average resources consumed for an average job for a particular department. From these, consumption trends for each cost center are developed then compared to historical trends.

Cost center managers (managers charged with providing a cost center service) prepare and/or review utilization forecasts.

## ***ALLOCATION OF COSTS***

There are three types of estimated expenses recovered by the HHSDC: Direct Expenses, Indirect Expenses, and Dedicated Expenses as listed in the following table:

| <b>Expenses</b>    | <b>Characteristics</b>  |
|--------------------|---|
| Direct Expenses    | Expenses attributable to a specific cost center.  |
| Indirect Expenses  | Expenses that can not be attributed to a specific cost center; therefore, are charged to an administrative overhead cost center and then prorated back to the processing cost centers (based on their percentage to total direct expenses). |
| Dedicated Expenses | Specific customer purchase requests for hardware, software, telephone lines, etc. which are provided to a single customer. Customers are directly billed for their dedicated expenses as a pass-through cost.                               |

After determining whether an expense is direct, indirect, or dedicated, the expense is further categorized into one of four components of the rate package, as follows:

| <b>Expense Component</b> | <b>Characteristics</b>  |
|--------------------------|---|
| Hardware Expenses        | Hardware expenses are assigned to a cost center for various types of IT equipment necessary to support the service provided under that cost center.<br><br>The HHSDC depreciates expenses related to the acquisition of nonexpendable property in accordance with the State Administrative Manual (SAM) as well as direction from applicable federal regulations. Due to changing technology, there are cases where the useful service life of an item has been determined to be less than guideline. The HHSDC maintains supporting documentation for those items. |
| Software Expenses        | Software expenses are for software products that support the operation of a particular cost center. See the "SOFTWARE SUPPORT CHARGE GUIDELINES" section of this document.  |
| Personnel Expenses       | All personnel are allocated based on the functions they perform within the cost centers that they support. All administrative personnel and specific managerial personnel (HHSDC-wide) are allocated to the administrative overhead cost center since their work cannot be assigned to specific cost centers.   |
| Miscellaneous Expenses   | These expenses are for all other costs the HHSDC incurs during the year (i.e., facilities rent, general consumable supplies, utilities, etc.) and are assigned proportionally to all cost centers.  |

Cost center managers are responsible for managing cost center expenditures in accordance with the rate structure.

### **DEPRECIATION PROCEDURES**

To comply with state and federal guidelines, hardware and software purchases are amortized or depreciated using the following rules:

#### **Hardware Depreciation**

To stay in compliance with federal regulations (45 CFR Subpart G), IT hardware purchases are depreciated if the following three criteria are met: the unit acquisition is over \$5,000, has a minimum useful life of one year, and is used to conduct State business. Specifically, the depreciated price includes all expenses associated with the acquisition of the hardware except for interest expense. Useful life (for depreciation purposes) is based on documented industry standards for the specific IT hardware or federal Internal Revenue Service (IRS) guidelines for depreciation. Due to the enhanced acceleration of technology improvements, a vast majority of IT hardware is obsolete in 36 to 48 months. Therefore, depreciation of specific categories or items is analyzed on a case-by-case basis utilizing manufacturers and/or industry recommendations of useful life. Some examples of depreciation standards currently in use by the HHSDC are listed below:

| <b>Type of Equipment</b>             | <b>No. of Months</b> |
|--------------------------------------|----------------------|
| Timberline (Tape Transport)          | 36 months            |
| Direct Access Storage Devices (DASD) | 36 months            |
| Mainframe (CPU) Complexes            | 48 months            |
| Routers                              | 36 months            |

To be consistent with IRS guidelines, all IT hardware depreciation is based on a straight-line calculation with \$0 salvage value. All hardware upgrades to extend useful life are treated in the same manner as the original hardware purchase.

### **Software Depreciation**

IT software purchases and/or expenses are for software products supporting the operation of the cost center. Each software purchase over a unit acquisition cost of \$5,000 is depreciated over its useful life. Specifically, the depreciated price includes all expenses associated with the acquisition of the software, except for interest expense. The depreciation methodology used for software is consistent with IRS guidelines to allow for the depreciation of all software over 36 months. All IT software depreciation is based on a straight-line calculation with \$0 salvage value.

### **SOFTWARE CHARGING GUIDELINES**

The HHSDC uses two methods to recover for customer software costs. Periodic monitoring of software usage will be performed to ascertain that the proper cost recovery mechanism is being used.

#### **Software utilized by three or more customer departments**

Customer requested mainframe software costs are recovered via the existing CPU (CC 001) rates if there have been a minimum of three requests for a specific software product.

Customer requested mainframe software products costing more than \$50,000 must have Policy Advisory Council (PAC) approval before the costs for such shared software is included in the CPU cost center.

If the purchase price or annual maintenance for a customer requested software product is less than \$50,000, PAC approval is not required.

#### **Software utilized by fewer than three customer departments**

Customer requested mainframe software products used by one or two customer departments are billed directly to the requesting department(s).

Customer departments can be billed for the software using either the RFA or memo bill process. The billing method used is specified by the customer in the customer service request.

An administrative fee of five percent, not to exceed \$850 per transaction, will be charged in addition the all costs directly associated with the software purchase.

## II. COST CENTERS

The cost centers in the following tables are grouped according to service areas.

### ***COST CENTER 001 - CPU***

| Attribute       | Description  |
|-----------------|--|
| COST ALLOCATION | CPU charges recover all components of CPU cost center resources. Components include hardware, software, personnel, miscellaneous, and overhead. Hardware in this cost center includes portions of the CPU mainframes and associated components. Software allocated to this cost center is in support of the operating system.  |
| MEASUREMENT     | The unit of measurement for this resource is per CPU hour.   |
| UTILIZATION     | MVS CPU utilization is captured per job step. The CPU utilization is composed of System Request Block (SRB) processor time and Task Control Block (TCB) processor time. CPU utilization is measured at the individual user level by account code per job step for batch and TSO. For database systems, such as ADABAS, IDMS, and CICS, CPU utilization is measured at the monitor level by department rather than by individual user functions. The HHSDC has implemented alternative measurement algorithms to capture utilization at the account code level for individual database users.   |
| CHARGES         | <p>The System Management Facility (SMF) Monitor captures MVS CPU utilization information and an SMF record is written for each transaction at the job step level. The SMF record is passed to the MVS Integrated Control System (MICS) billing system where the SMF records are formatted, sorted, summarized, processed, and billed at the CPU resource rate. The billing data is also sorted by department ID and account code. Processor charge (PC) equals processor time (PT) multiplied by the CPU rate (R). <math>PC = PT \times R</math>.</p> <p>The HHSDC's CPU rate is based on the IBM 3090-600S CPU hour. The CPU rate is normalized to other CPUs based on SRM constants determined and set by manufacturers. This normalization factor is applied to the HHSDC's base CPU rate to compute the corresponding CPU rate for other CPUs.</p> |

INVOICE CATEGORIES associated with COST CENTER 001:

| Invoice Category | Invoice Category Definition        | Unit    | Rate Basis for Normalization | Normalization Factor | Normalized CPU Standard Billing Rate (3090-600S) | Actual CPU | Cost Center |
|------------------|------------------------------------|---------|------------------------------|----------------------|--|------------|-------------|
| 1101             | CPU-Batch (S1)                     | Hour    | \$2,259.91                   | 12.1058              | \$181.03   | 2064-1C6   | 001         |
| 1103             | CPU-TSO (S1)                       | Hour    | \$2,259.91                   | 12.1058              | \$181.03   | 2064-1C6   | 001         |
| 1105             | CPU-Batch (S2)                     | Hour    | \$2,140.55                   | 11.8243              | \$181.03   | 2064-1C7   | 001         |
| 1106             | CPU-TSO (S2)                       | Hour    | \$2,140.55                   | 11.8243              | \$181.03   | 2064-1C7   | 001         |
| 1108             | ADABAS CPU                         | Hour    | \$2,259.91                   | 12.1058              | \$181.03   | 2064-1C6   | 141         |
| 1109             | CICS CPU                           | Hour    | \$2,259.91                   | 12.1058              | \$181.03   | 2064-1C6   | 216         |
| 1110             | IDMS CPU                           | Hour    | \$2,259.91                   | 12.1058              | \$181.03   | 2064-1C6   | 145         |
| 8597             | Non HHSDC Application Access – DMV | User ID | \$5.00                       |                      |  |            | 100         |
| 8598             | Non HHSDC Application Access – SCO | User ID | \$5.00                       |                      |  |            | 100         |

**ROLL-UP COST CENTER 100 (associated with 001) –NON HHSDC APPLICATION ACCESS**

| Attribute       | Description  |
|-----------------|--|
| COST ALLOCATION | Non HHSDC Application Access costs are not separate from CPU expenses (Cost Center 001). The expenses of the Non HHSDC Application Access are part of the overall total CPU expenses. This cost center has been set up to enable HHSDC to differentiate between the Non HHSDC application accesses separately.   |
| MEASUREMENT     | The unit of measurement for this resource is per user ID (Application Access), per month.  |
| CHARGES         | The administrative charge is \$5.00 per user, per month. Utilization is captured and recorded in an external billing file to be processed by the HHSDC's MICS billing system. The data captured includes, ID, user name, account code, billing month, and year. The HHSDC billing system will produce a summary page, within the customer's invoice package, listing application access user ID charges by account code. |

INVOICE CATEGORY associated with COST CENTER 100:

| Invoice Category | Invoice Category Definition        | Unit    | Rate   | Cost Center |
|------------------|------------------------------------|---------|--------|-------------|
| 8597             | Non HHSDC Application Access – DMV | USER ID | \$5.00 | 100         |
| 8598             | Non HHSDC Application Access - SCO | USER ID | \$5.00 | 100         |

**ROLL-UP COST CENTER 141 (associated with 001) – ADABAS CPU**

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | ADABAS CPU costs are not separate from CPU expenses (Cost Center 001). The expenses of the ADABAS CPU are part of the overall total CPU expenses. This cost center has been set up to enable the HHSDC to track ADABAS CPU utilization separately.  |
| MEASUREMENT     | The unit of measurement for this resource is per CPU hour.  |
| CHARGES         | The HHSDC does not have separate specific CPU rates for each processor type. The HHSDC CPU rate is based on the IBM 3090-600S CPU hour. The CPU rate is normalized to other CPUs based on SRM constants determined and set by manufacturers. The normalization factor is computed based on the ratio of the different CPU SRM constants. This normalization factor is applied to the HHSDC's base CPU rate to compute the corresponding CPU rate for other CPUs. ADABAS CPU utilization is captured and recorded in an external billing file to be processed by the HHSDC's MICS billing system. The ADABAS CPU charge is the ADABAS CPU processor time multiplied by the CPU rate. |

**ROLL-UP COST CENTER 145 (associated with 001) – IDMS CPU**

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | IDMS CPU costs are not separate from CPU expenses (Cost Center 001). The expenses of the IDMS CPU are part of the overall total CPU expenses. This cost center has been set up to enable the HHSDC to track IDMS CPU utilization separately.  |
| MEASUREMENT     | The unit of measurement for this resource is per CPU hour.  |
| CHARGES         | The HHSDC does not have separate specific CPU rates for each processor type. The HHSDC CPU rate is based on the IBM 3090-600S CPU hour. The CPU rate is normalized to other CPUs based on SRM constants determined and set by manufacturers. The normalization factor is computed based on the ratio of the different CPU SRM constants. This normalization factor is applied to the HHSDC's base CPU rate to compute the corresponding CPU rate for other CPUs. IDMS CPU utilization is captured and recorded in an external billing file to be processed by HHSDC's MICS billing system. The IDMS CPU charge is the IDMS CPU processor time multiplied by CPU rate. |

**ROLL-UP COST CENTER 216 (associated with 001) – CICS CPU**

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | CICS CPU costs are not separate from CPU expenses (Cost Center 001). The expenses of the CICS CPU are part of the overall total CPU expenses. This cost center has been set up to enable the HHSDC to track CICS CPU utilization separately.  |
| MEASUREMENT     | The unit of measurement for this resource is per CPU hour.  |
| CHARGES         | The HHSDC does not have separate specific CPU rates for each processor type. The HHSDC CPU rate is based on the IBM 3090-600S CPU hour. The CPU rate is normalized to other CPUs based on SRM constants determined and set by manufacturers. The normalization factor is computed based on the ratio of the different CPU SRM constants. This normalization factor is applied to the HHSDC's base CPU rate to compute the corresponding CPU rate for other CPUs. The CICS CPU charge is the CICS CPU processor time multiplied by the CPU rate. |

**COST CENTER 008 – TAPE DEVICE CONNECT TIME**

| Attribute       | Description  |
|-----------------|--|
| COST ALLOCATION | Tape I/O connect charges recover all components of cost center resources. Components include hardware, some software, personnel, miscellaneous, and overhead expenses. Hardware in this cost center includes portions of the automated cartridge system, tape drives, and controllers. Software includes the Tape Management System, etc.                                    |
| MEASUREMENT     | The unit of measurement for this resource is per tape I/O connect second.  |
| UTILIZATION     | Tape I/O connect time measures the total amount of time a device is connected to a channel path while I/O requests are being issued for data transfer or device control operations.  |
| CHARGES         | Tape I/O connect time is captured by the SMF monitor and an SMF record is written for the total I/O connect time at the account code level. The SMF records are passed to the MVS Integrated Control System billing system where they are formatted into accounting records and the I/O connect time charge for the job is determined. CHARGE = TAPE I/O CONNECT TIME X RATE |

INVOICE CATEGORY associated with COST CENTER 008:

| Invoice Category | Invoice Category Definition | Unit   | Rate    | Cost Center |
|------------------|-----------------------------|--------|---------|-------------|
| 1407             | Tape Device Connect Time    | Second | \$0.029 | 008         |

***COST CENTER 016 – DISK DEVICE CONNECT TIME***

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | DISK utilization charges recover all components of cost center resources. Components include hardware, personnel, and overhead expenses. Hardware includes portions of various types of controllers and disk storage devices. Hardware expenses are divided between this cost center – 50 percent allocation, and cost center 300 (Disk Storage) – 50 percent allocation. |
| MEASUREMENT     | The unit of measurement for this resource is per disk I/O connect second.   |
| UTILIZATION     | Disk utilization is measured by the total amount of time a device was connected to a channel path during data transmission. Data transmission is data transfer or device control operations.  |
| CHARGES         | The SMF monitor captures disk utilization resource information and an SMF record is written for each transaction at the account code level. This SMF record is then passed to the MICS billing system where the records are summarized by account code and charged for at the appropriate rate. CHARGE = DISK I/O CONNECT TIME X RATE                                     |

INVOICE CATEGORIES associated with COST CENTER 016:

| Invoice Category | Invoice Category Definition     | Unit   | Rate    | Cost Center |
|------------------|---------------------------------|--------|---------|-------------|
| 1215             | Disk Device Connect Time-ADABAS | Second | \$0.014 | 142         |
| 1216             | Disk Device Connect Time- CICS  | Second | \$0.014 | 217         |
| 1217             | Disk Device Connect Time– IDMS  | Second | \$0.014 | 146         |
| 1507             | Disk Device Connect Time– BATCH | Second | \$0.014 | 016         |
| 1508             | Disk Device Connect Time– TSO   | Second | \$0.014 | 016         |

***ROLL-UP COST CENTER 142 (associated with 016) – DISK DEVICE CONNECT TIME-ADABAS***

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | ADABAS disk I/O costs are not separate from disk I/O expenses (Cost Center 016). The expenses of the ADABAS disk I/O are part of overall total disk I/O expenses. This cost center has been set up to enable the HHSDC to track ADABAS disk I/O utilization separately.   |
| MEASUREMENT     | The unit of measurement for this resource is per disk I/O connect second.   |
| CHARGES         | The HHSDC does not have separate specific ADABAS disk I/O rates for each storage device type. The HHSDC has a single disk I/O connect rate. ADABAS disk I/O utilization is captured and recorded in an external billing file to be processed by the HHSDC's MICS billing system. The ADABAS disk I/O connect charge is the amount of ADABAS disk I/O connect seconds multiplied by current disk I/O connect rate. |



**ROLL-UP COST CENTER 146 (associated with 016) – DISK DEVICE CONNECT TIME-IDMS**

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | IDMS disk I/O costs are not separate from disk I/O expenses (Cost Center 016). The expenses of the IDMS disk I/O are part of overall total disk I/O expenses. This cost center has been set up to enable the HHSDC to track IDMS disk I/O utilization separately.   |
| MEASUREMENT     | The unit of measurement for this resource is per disk I/O connect second.   |
| CHARGES         | The HHSDC does not have separate specific IDMS disk I/O rates for each storage device type. The HHSDC has a single disk I/O connect rate. IDMS disk I/O utilization is captured and recorded in an external billing file to be processed by the HHSDC's MICS billing system. The IDMS disk I/O connect charge is the amount of IDMS disk I/O connect seconds multiplied by current disk I/O connect rate. |

**ROLL-UP COST CENTER 217 (associated with 016) – DISK DEVICE CONNECT TIME-CICS**

| Attribute       | Description  |
|-----------------|--|
| COST ALLOCATION | CICS disk I/O costs are not separate from disk I/O expenses (Cost Center 016). The expenses of the CICS disk I/O are part of overall total disk I/O expenses. This cost center has been set up to enable the HHSDC to track CICS disk I/O utilization separately.      |
| MEASUREMENT     | The unit of measurement for this resource is per disk I/O connect second.  |
| CHARGES         | The HHSDC does not have separate specific CICS disk I/O rates for each storage device type. The HHSDC has a single disk I/O connect rate. The CICS disk I/O connect charge is the amount of CICS disk I/O connect seconds multiplied by current disk I/O connect rate. |

**COST CENTER 038 - PRINT**

| Attribute       | Description  |
|-----------------|--|
| COST ALLOCATION | Print charges recover all components of print cost center resources. Components include hardware, personnel, miscellaneous, and overhead expenses. The contract for both impact and laser printing includes forms cost. The HHSDC still retains some hardware and software to handle critical internal printing.                               |
| MEASUREMENT     | The unit of measurement for this resource is per page.   |
| UTILIZATION     | Pages printed locally on laser printers and impact/laser pages printed by print outsourcing vendor.  |
| CHARGES         | Pages printed resource information is captured by the SMF monitor. This record is then passed to the MICS billing system where the records are formatted, summarized, and charged for at the appropriate pages printed. The pages printed rate is the number of pages printed (K) multiplied by the rate (R) equals the charge. Charge = K x R |

INVOICE CATEGORIES associated with COST CENTER 038:

| Invoice Category | Invoice Category Definition | Unit | Rate    | Cost Center |
|------------------|-----------------------------|------|---------|-------------|
| 3111             | Print-Impact Printer        | Page | \$0.029 | 038         |
| 3112             | Print-Laser Printer         | Page | \$0.029 | 038         |

### ***COST CENTER 041 – MICROFICHE-ORIGINAL***

| <b>Attribute</b> | <b>Description</b>   |
|------------------|--|
| COST ALLOCATION  | Microfiche-original frames charges are made to recover the expenses of the Microfiche cost center. |
| MEASUREMENT      | The unit of measurement for this resource is per fiche.  |
| UTILIZATION      | Utilization billed is the actual number of original fiche produced (including index and header).   |
| CHARGES          | The microfiche charge is the number of original fiche multiplied by the Microfiche-Original rate.  |

INVOICE CATEGORY associated with COST CENTER 041:

| <b>Invoice Category</b> | <b>Invoice Category Definition</b> | <b>Unit</b> | <b>Rate</b> | <b>Cost Center</b> |
|-------------------------|------------------------------------|-------------|-------------|--------------------|
| 3602                    | Microfiche-Original                | Fiche       | \$1.0326    | 041                |

### ***COST CENTER 042 – MICROFICHE-DUPLICATE***

| <b>Attribute</b> | <b>Description</b>   |
|------------------|--|
| COST ALLOCATION  | Microfiche-Duplicate charges are made to recover the expenses of the Microfiche duplicate cost center.   |
| MEASUREMENT      | The unit of measurement for this resource is per Duplicate Fiche.  |
| UTILIZATION      | Utilization billed is the actual number of Duplicate Fiche produced.                                     |
| CHARGES          | The Microfiche-Duplicate charge is the number of Duplicate Fiche multiplied by the Duplicate Fiche rate. |

INVOICE CATEGORY associated with COST CENTER 042:

| <b>Invoice Category</b> | <b>Invoice Category Definition</b> | <b>Unit</b> | <b>Rate</b> | <b>Cost Center</b> |
|-------------------------|------------------------------------|-------------|-------------|--------------------|
| 3603                    | Microfiche-Duplicate               | Fiche       | \$0.1014    | 042                |

### ***COST CENTER 049 – TAPE MOUNT***

| <b>Attribute</b> | <b>Description</b>   |
|------------------|--|
| COST ALLOCATION  | Mount charges are made to recover all components of cost center resources. Components include personnel, hardware, miscellaneous, and overhead.  |
| MEASUREMENT      | This unit of measurement for this resource is per tape mount.  |
| UTILIZATION      | MVS tape mount utilization is measured per job step.   |
| CHARGES          | MVS tape mount utilization information is captured by the SMF Monitor and an SMF record is written for each transaction at the job step level. The mount charge is the number of tape mounts multiplied by the mount rate. |

INVOICE CATEGORIES associated with COST CENTER 049:

| <b>Invoice Category</b> | <b>Invoice Category Definition</b> | <b>Unit</b> | <b>Rate</b> | <b>Cost Center</b> |
|-------------------------|------------------------------------|-------------|-------------|--------------------|
| 1400                    | Tape Mounts                        | Mount       | \$1.50      | 049                |

### ***COST CENTER 076 – INTERNET DESIGN & DEVELOPMENT***

| <b>Attribute</b> | <b>Description</b>  |
|------------------|---|
| COST ALLOCATION  | Internet Design & Development service charges recover HHSDC staff support costs for this service.     |
| MEASUREMENT      | The unit of measurement for this resource is per hour of staff time devoted to each specific project. |
| CHARGES          | Internet Design & Development charges are billed via RFA or memo bill based on the hours worked.      |

INVOICE CATEGORY associated with COST CENTER 076:

| <b>Invoice Category</b> | <b>Invoice Category Definition</b> | <b>Unit</b> | <b>Rate</b> | <b>Cost Center</b> |
|-------------------------|------------------------------------|-------------|-------------|--------------------|
| 8616                    | Internet Design & Development      | Hour        | \$150.00    | 076                |

### ***COST CENTER 077 – LISTSERV EMAIL DISTRIBUTION***

| <b>Attribute</b> | <b>Description</b>   |
|------------------|--|
| COST ALLOCATION  | LISTSERV Email Distribution services charges recover all components of cost center resources. Components include hardware, software, personnel and miscellaneous.                  |
| MEASUREMENT      | The unit of measurement for this resource is one list.   |
| CHARGES          | Listserv utilization is captured and recorded in an external billing file to be processed by the HHSDC's MICS billing system. The charge is billed at \$157.00 per list per month. |

INVOICE CATEGORY associated with COST CENTER 077:

| <b>Invoice Category</b> | <b>Invoice Category Definition</b> | <b>Unit</b> | <b>Rate</b> | <b>Cost Center</b> |
|-------------------------|------------------------------------|-------------|-------------|--------------------|
| 8617                    | LISTSERV Email Distribution        | LIST        | \$157.00    | 077                |

### ***COST CENTER 078 –SHARED INTERNET SQL HOSTING***

| <b>Attribute</b> | <b>Description</b>   |
|------------------|--|
| COST ALLOCATION  | Shared Internet SQL hosting service charges recover all components of cost center resources. Components include personnel, hardware, software, and miscellaneous costs.  |
| MEASUREMENT      | The unit of measurement for this resource is per database instance per month.  |
| CHARGES          | Shared Internet SQL hosting services utilization is captured and recorded in an external billing file to be processed by the HHSDC's MICS billing system. The charge is \$127.00 per SQL database (DB) instance per month. |

INVOICE CATEGORY associated with COST CENTER 078:

| <b>Invoice Category</b> | <b>Invoice Category Definition</b> | <b>Unit</b> | <b>Rate</b> | <b>Cost Center</b> |
|-------------------------|------------------------------------|-------------|-------------|--------------------|
| 8618                    | Shared Internet SQL Hosting        | DB Instance | \$127.00    | 078                |

### ***COST CENTER 079 –ASSIGNED INTERNET HOSTING SERVICE***

| <b>Attribute</b> | <b>Description</b>  |
|------------------|---|
| COST ALLOCATION  | Assigned Internet Hosting services charges recover all components of cost center resources. Components include personnel, hardware, software, and miscellaneous costs.  |
| MEASUREMENT      | The unit of measurement for this resource is per web server.  |
| CHARGES          | Assigned Internet Hosting service utilization is captured and recorded in an external billing file to be processed by the HHSDC's MICS billing system. The Assigned Internet/Web Hosting Service charge is billed at \$2,056.00 per web server per month. |

INVOICE CATEGORY associated with COST CENTER 079:

| <b>Invoice Category</b> | <b>Invoice Category Definition</b>   | <b>Unit</b> | <b>Rate</b> | <b>Cost Center</b> |
|-------------------------|--------------------------------------|-------------|-------------|--------------------|
| 8619                    | Assigned Internet Hosting Category 1 | Web Server  | \$2,056.00  | 079                |
| 8625                    | Category 2                           | Web Server  | \$2,714.00  | 079                |
| 8641                    | Category 3                           | Web Server  | \$3,001.00  | 079                |
| 8642                    | Category 4                           | Web Server  | \$3,691.00  | 079                |

### ***COST CENTER 080 – SHARED INTERNET HOSTING***

| <b>Attribute</b> | <b>Description</b>   |            |          |             |          |             |          |              |          |           |          |           |          |           |          |          |                          |
|------------------|--|------------|----------|-------------|----------|-------------|----------|--------------|----------|-----------|----------|-----------|----------|-----------|----------|----------|--------------------------|
| COST ALLOCATION  | Shared Internet Hosting services charges recover all components of cost center resources. Components include hardware, software, personnel, and miscellaneous costs.   |            |          |             |          |             |          |              |          |           |          |           |          |           |          |          |                          |
| MEASUREMENT      | The unit of measurement for this resource is per web site per month. The base price includes up to 250MG of storage and 10GB of data transfer.   |            |          |             |          |             |          |              |          |           |          |           |          |           |          |          |                          |
| CHARGES          | <p>Shared Internet Hosting services utilization is captured and recorded in an external billing file to be processed by the HHSDC's MICS billing system. The Shared Internet Hosting Services charge is billed at \$193.00 per web site per month which includes up to 250MG storage and 10GB of data transfer.</p> <p>Additional storage and data transfer is available in addition to the monthly base price. Additional charges will be incurred incrementally as follows:</p> <p>Additional Storage:</p> <table style="margin-left: 40px;"> <tr> <td>250-500 MB</td><td>\$ 97.00</td></tr> <tr> <td>500 MB-1 GB</td><td>\$193.00</td></tr> <tr> <td>1.0-1.25 GB</td><td>\$386.00</td></tr> <tr> <td>1.25-1.50 GB</td><td>\$483.00</td></tr> </table> <p>Additional Data Transfer:</p> <table style="margin-left: 40px;"> <tr> <td>10- 25 GB</td><td>\$193.00</td></tr> <tr> <td>25- 50 GB</td><td>\$386.00</td></tr> <tr> <td>50-100 GB</td><td>\$579.00</td></tr> <tr> <td>100 GB +</td><td>service upgrade required</td></tr> </table> | 250-500 MB | \$ 97.00 | 500 MB-1 GB | \$193.00 | 1.0-1.25 GB | \$386.00 | 1.25-1.50 GB | \$483.00 | 10- 25 GB | \$193.00 | 25- 50 GB | \$386.00 | 50-100 GB | \$579.00 | 100 GB + | service upgrade required |
| 250-500 MB       | \$ 97.00   |            |          |             |          |             |          |              |          |           |          |           |          |           |          |          |                          |
| 500 MB-1 GB      | \$193.00   |            |          |             |          |             |          |              |          |           |          |           |          |           |          |          |                          |
| 1.0-1.25 GB      | \$386.00   |            |          |             |          |             |          |              |          |           |          |           |          |           |          |          |                          |
| 1.25-1.50 GB     | \$483.00   |            |          |             |          |             |          |              |          |           |          |           |          |           |          |          |                          |
| 10- 25 GB        | \$193.00   |            |          |             |          |             |          |              |          |           |          |           |          |           |          |          |                          |
| 25- 50 GB        | \$386.00   |            |          |             |          |             |          |              |          |           |          |           |          |           |          |          |                          |
| 50-100 GB        | \$579.00   |            |          |             |          |             |          |              |          |           |          |           |          |           |          |          |                          |
| 100 GB +         | service upgrade required   |            |          |             |          |             |          |              |          |           |          |           |          |           |          |          |                          |

INVOICE CATEGORY associated with COST CENTER 080:

| Invoice Category | Invoice Category Definition | Unit     | Rate     | Cost Center |
|------------------|-----------------------------|----------|----------|-------------|
| 8615             | Shared Internet Hosting     | Web Site | \$193.00 | 080         |

### ***COST CENTER 081 –STATISTICAL INTERNET REPORTING SERVICE***

| Attribute       | Description  |
|-----------------|--|
| COST ALLOCATION | Statistical Internet Reporting services charges recover all components of cost center resources. Components include personnel, hardware, software, and miscellaneous costs. Provides customers with standard monthly statistics on their web sites |
| MEASUREMENT     | The unit of measurement for this resource is per report.   |
| CHARGES         | Statistical Internet Reporting services utilization is captured and recorded in an external billing file to be processed by the HHSDC's MICS billing system. The charge is billed at \$47.53 per web site per month.                               |

INVOICE CATEGORY associated with COST CENTER 081:

| Invoice Category | Invoice Category Definition            | Unit   | Rate    | Cost Center |
|------------------|--|--------|---------|-------------|
| 8622             | Statistical Internet Reporting Service | Report | \$47.53 | 081         |

### ***COST CENTER 082 – WEBSHERE APPLICATION SERVER SERVICE***

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | WebSphere Application Server Service (WAS) charges (both test and production models) recover all components of cost center resources. Components include personnel, hardware, software, and miscellaneous costs. The server hardware, operating system, web software (IIS), and network connectivity are maintained by the HHSDC. The content and customer applications are maintained by the customer. |
| MEASUREMENT     | The unit of measurement for this resource is per application.   |
| CHARGES         | WebSphere Application Server Service utilization is captured and recorded in an external billing file to be processed by the HHSDC's MICS billing system. The charge is billed at \$1,195.54 per application per month.   |

INVOICE CATEGORY associated with COST CENTER 082:

| Invoice Category | Invoice Category Definition                        | Unit        | Rate       | Cost Center |
|------------------|--|-------------|------------|-------------|
| 8629             | Production WebSphere Application Server–Category 1 | Application | \$1108.43  | 082         |
| 8645             | Production WebSphere Application Server-Category 2 | Application | \$1160.15  | 082         |
| 8623             | Production WebSphere Application Server-Category 3 | Application | \$1,195.54 | 082         |
| 8646             | Production WebSphere Application Server-Category 4 | Application | \$1435.75  | 082         |
| 8624             | Test WebSphere Application Server-Category 1       | Application | \$512.68   | 082         |
| 8647             | Test WebSphere Application                         |             | \$580.07   |             |

| Invoice Category | Invoice Category Definition                  | Unit        | Rate     | Cost Center |
|------------------|--|-------------|----------|-------------|
|                  | Server-Category 2                            | Application |          | 082         |
| 8648             | Test WebSphere Application Server-Category 3 | Application | \$597.21 | 082         |
| 8649             | Test WebSphere Application Server-Category 4 | Application | \$717.88 | 082         |

### ***COST CENTER 083 – SECURE TRANSPORT SERVICES***

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | Secure Transport Services charges recover all components of cost center resources. Components include personnel, hardware, software, and miscellaneous costs. Provides for secure transport of files through the Internet to the Health and Human Services Data Center (HHSDC) and to other third party customers or business processes.  |
| MEASUREMENT     | The unit of measurement for this resource is per user account and Gigabyte used per month.  |
| CHARGES         | Secure Transport Services utilization is captured and recorded in an external billing file to be processed by the HHSDC's MICS billing system. The charge is billed at \$55.35 per user account per month with 1GB utilization per month. Utilization charges will be assessed for each fraction amount over each additional GB and be charged the base rate each time. Windows client option available for one time charge of \$255.00 |

INVOICE CATEGORY associated with COST CENTER 083:

| Invoice Category | Invoice Category Definition | Unit         | Rate    | Cost Center |
|------------------|-----------------------------|--------------|---------|-------------|
| 8628             | Secure Transport Services   | User Account | \$55.35 | 083         |

### ***COST CENTER 150 – DEDICATED HARDWARE***

Dedicated hardware is customer equipment that is purchased/leased or rented through the HHSDC.

| Attribute       | Description  |
|-----------------|--|
| COST ALLOCATION | This cost center is for equipment acquired through the HHSDC specifically per customer request (using the CSS Service Request system). This type of expense incurs no overhead allocation; all costs are directly passed through to the customer (department) for which the equipment is dedicated. This cost is noted in the Hardware/Software Inventory file and the user is billed from the file on a monthly basis for equipment being rented/leased (MR/ML) or purchased by installment payments (IP). Equipment being purchased outright (OP) is billed to the customer via the Request for Adjustment (RFA) process or Memobill process and is subject to a five percent administrative handling fee, with a maximum charge of \$850.00 per document. |
| CHARGES         | Customer equipment is not loaded into the HHSDC's hardware/software file until the HHSDC receives verification from the installation vendor. The equipment may not be billed until sometime after the installation of the equipment. In this case, the customer will receive a back bill for their new equipment along with their regular monthly bill.  |

INVOICE CATEGORY associated with COST CENTER 150:

| Invoice Category | Invoice Category Definition | Unit | Rate                             | Cost Center |
|------------------|-----------------------------|------|----------------------------------|-------------|
| 8504             | Dedicated Hardware          |      | Actual Cost plus<br>5% Admin Fee | 150         |

### ***COST CENTER 151 – DEDICATED SOFTWARE***

Dedicated software is customer software that is purchased/leased or rented through the HHSDC.

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | This cost center is for customer software acquired through the CSS Service Request system. All costs incurred are directly passed through to the department to which the software is dedicated. Once installed, a record of the software is placed on the Hardware/Software file and the customer is billed directly from the file on a monthly basis for software being rented/leased (MR/ML) or purchased by installment payments (IP). Software being purchased outright is billed to the customer via the RFA process, or the Memo bill process, and is subject to a five percent administrative handling fee with a maximum charge of \$850.00 per document. |
| CHARGES         | Customer software is not loaded into the HHSDC's hardware/software file until the HHSDC receives verification from the installation vendor. The software may not be billed until sometime after the installation. The customer may receive a back bill for their new software along with their regular monthly bill.  |

INVOICE CATEGORY associated with COST CENTER 151

| Invoice Category | Invoice Category Definition | Unit | Rate                             | Cost Center |
|------------------|-----------------------------|------|----------------------------------|-------------|
| 8505             | Dedicated Software          |      | Actual Cost plus<br>5% Admin Fee | 151         |

### ***COST CENTER 155 – EXCHANGE SERVICES***

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | Exchange services charges recovered all components of cost center resources. Components include hardware, software, personnel, miscellaneous, and overhead expenses. Hardware includes various servers. |
| MEASUREMENT     | The unit of measurement for this resource is per user.  |
| CHARGES         | Charges for Exchange Services are based on user charges.  |

INVOICE CATEGORIES associated with COST CENTER 155:

| Invoice Category | Invoice Category Definition | Unit | Rate    | Cost Center |
|------------------|-----------------------------|------|---------|-------------|
| 8574             | Exchange Services           | User | \$13.37 | 155         |

### ***COST CENTER 162 – HIPAA TRANSLATOR SERVICE***

| <b>Attribute</b> | <b>Description</b>   |
|------------------|--|
| COST ALLOCATION  | HIPAA Translator Service charges recover all components of cost center resources. Components include personnel, hardware, software, and miscellaneous costs. The Translator is a software application used to convert data from one format to another. The Translator software can reformat a proprietary transaction format so that it complies with HIPAA. |
| MEASUREMENT      | This service is limited to current HIPAA customers and is offered at a monthly subscription rate that recovers the full service cost.  |
| CHARGES          | Utilization is captured and recorded in an external billing file to be processed by the HHSDC's MICS billing system.   |

INVOICE CATEGORIES associated with COST CENTER 162:

| <b>Invoice Categories</b> | <b>Invoice Category Definition</b> | <b>Unit</b> | <b>Rate</b>  | <b>Cost Center</b> |
|---------------------------|------------------------------------|-------------|--------------|--------------------|
| 8602                      | HIPAA Translator Services          |             | Subscription | 162                |

### ***COST CENTER 169 – DHS/MIS PROJECT***

| <b>Attribute</b> | <b>Description</b>  |
|------------------|---|
| COST ALLOCATION  | This cost center provides support for the California Department of Health Services / Management Information System (DHS/MIS) application that utilizes a separate MVS platform networked to the HHSDC host mainframes. Support is for hardware and operating systems. These cost center charges recover all components of cost center resources. Components include hardware, software, personnel, miscellaneous, and overhead expenses. Hardware includes dedicated resources. System software includes MEDSTAT application software and others. Personnel costs include the personnel necessary to support the DHS/MIS system. Miscellaneous costs include floor space costs and utilities costs. |
| MEASUREMENT      | This cost center charge is specific to and dependent upon the system configuration (hardware and software), level of support required, and environmental support factors. HHSDC technical personnel provide customers with the hardware and software support for the DHS/MIS application.   |
| CHARGES          | The monthly management charge is based on the sum of the monthly hardware, software, personnel, miscellaneous, and overhead expenses. DHS is billed via RFA process with a single monthly charge. The monthly charge is evaluated on an annual basis.   |

### ***COST CENTER 176 – DEDICATED COMMUNICATION***

| <b>Attribute</b> | <b>Description</b>   |
|------------------|--|
| COST ALLOCATION  | This cost center is used for telephone company (TELCO) install charges and to recover expenses, directly for other related TELCO vendor charges, such as time and materials charges. |
| CHARGES          | Costs for dedicated communications do not include overhead but are subject to a five percent administration fee.   |



INVOICE CATEGORIES associated with COST CENTER 176:

| Invoice Category | Invoice Category Definition | Unit | Rate                             | Cost Center |
|------------------|-----------------------------|------|----------------------------------|-------------|
| 8508             | Dedicated Communication     |      | Actual Cost plus 5%<br>admin fee | 176         |

### ***COST CENTER 178 – DEDICATED SUPPORT***

| Attribute       | Description  |
|-----------------|--|
| COST ALLOCATION | This cost center is used to track costs for IT-related professional service contracts procured at the request of specific customers.                                     |
| CHARGES         | Costs for dedicated support are passed directly to the requesting customer, the costs do not reflect any overhead, and are subject to a five percent administration fee. |

INVOICE CATEGORIES associated with COST CENTER 178:

| Invoice Category | Invoice Category Definition | Unit | Rate                             | Cost Center |
|------------------|-----------------------------|------|----------------------------------|-------------|
| 8533             | Dedicated Support           |      | Actual Cost plus 5%<br>admin fee | 178         |

### ***COST CENTER 180 – TRAINING CENTER***

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | The Training Center cost center recovers all costs incurred by customer agencies and Departments for IT training.           |
| MEASUREMENT     | Rates are computed based on individual classes; however, costs allocated include training staff, facilities, and equipment. |
| CHARGES         | Training services charges are added to the HHSDC's billing system via the RFA and/or Memo bill process.                     |

INVOICE CATEGORY associated with COST CENTER 180:

| Invoice Category | Invoice Category Definition | Unit      | Rate   | Cost Center |
|------------------|-----------------------------|-----------|--------|-------------|
| 8522             | Training Center             | Per class | varies | 180         |

### ***COST CENTER 181 – Learning PASS***

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | This cost center is treated as a dedicated data center service and was created to specifically track and account for Learning PASS Program funds.   |
| CHARGES         | The Learning PASS program is a self supporting training service available to all government employees. The training center customer is billed by the HHSDC immediately after the customer places an order to purchase Learning PASSes. The training vendor does not bill the HHSDC until the customer training is completed. The HHSDC does not purchase Learning PASSes from the training vendor in advance. |

INVOICE CATEGORY associated with COST CENTER 181:

| Invoice Category | Invoice Category Definition | Unit          | Rate   | Cost Center |
|------------------|-----------------------------|---------------|--------|-------------|
| 8594             | Learning PASS Program       | Learning PASS | varies | 181         |

### ***COST CENTER 170 – SERVER SUPPORT***

| Attribute       | Description  |
|-----------------|--|
| COST ALLOCATION | This cost center is being phased out and replaced with cost centers 200 – 203 for Windows servers and 208 – 211 for UNIX servers. The new cost centers provide for a selection of Windows and UNIX servers from small to large. Server support will continue to be provided under this cost center for existing customers until these servers can be migrated to the new cost centers based on server characteristics. |
| MEASUREMENT     | The charge for this cost center is specific and dependent upon the system configuration; such as hardware and software), level of support required, and environmental support factors. HHSDC technical personnel provide optimum hardware and software configurations and the most effective system design for specific applications.  |
| CHARGES         | Charges consist of hardware and software acquired to meet customer requests for server services (UNIX or Windows). Equipment is HHSDC-owned and customers are billed via the MICS billing system. Alternative billing (by an RFA or Memobill) may be requested by the customer for server equipment or software installed at the customer site.  |

INVOICE CATEGORIES associated with COST CENTER 170:

| Invoice Category | Invoice Category Definition | Unit | Rate                                | Cost Center |
|------------------|-----------------------------|------|-------------------------------------|-------------|
| 8543             | Server Support              |      | Rate is customer & project specific | 170         |

### ***COST CENTER 200 -- SERVER WINDOWS-CATEGORY 1***

Cost centers 200 through 203 provide support for customers who have specialized applications that utilize Windows platforms. Support is for the Windows hardware and operating system. Database support and enterprise storage options are available at an additional cost. The rates recover all the cost components of the cost center resources. Cost components include hardware, software, personnel, miscellaneous, and overhead expenses.

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | This cost center provides support for customers who have applications that utilize small Windows platforms, model DL380g2.  |
| MEASUREMENT     | The unit of measurement for this resource is based on the rate in place for the small Windows server plus any additional selected options. (see note below)   |
| CHARGES         | Customers are billed based on server size, storage capacity, databases and other options. A record containing this information is passed to the MICS billing system where the records are formatted, summarized, and charged at the appropriate rate. Itemized bills include Basic Rates, Quantity, and selected options. |

INVOICE CATEGORY associated with COST CENTER 200:

| Invoice Category | Invoice Category Definition | Unit       | Basic Rate | Cost Center |
|------------------|-----------------------------|------------|------------|-------------|
| 8606             | Server Windows-Category 1   | Sm. Server | \$1,606.58 | 200         |

### ***COST CENTER 201 - SERVER WINDOWS-CATEGORY 2***

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | This cost center provides support for customers who have applications that utilize medium Windows platforms, model ML370g2.   |
| MEASUREMENT     | The unit of measurement for this resource is based on the rate in place for the medium Windows server plus any additional selected options. (see note below)  |
| CHARGES         | Customers are billed based on server size, storage capacity, databases and other options. A record containing this information is passed to the MICS billing system where the records are formatted, summarized, and charged at the appropriate rate. Itemized bills include Basic Rates, Quantity, and selected options. |

INVOICE CATEGORY associated with COST CENTER 201:

| Invoice Category | Invoice Category Definition | Unit        | Basic Rate | Cost Center |
|------------------|-----------------------------|-------------|------------|-------------|
| 8607             | Server Windows-Category 2   | Med. Server | \$1,975.13 | 201         |

### ***COST CENTER 202 - SERVER WINDOWS-CATEGORY 3***

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | This cost center provides support for customers who have applications that utilize medium-large Windows platforms, model ML530g2.   |
| MEASUREMENT     | The unit of measurement for this resource is based on the rate in place for the medium-large Windows server plus any additional selected options. (see note below)  |
| CHARGES         | Customers are billed based on server size, storage capacity, databases and other options. A record containing this information is passed to the MICS billing system where the records are formatted, summarized, and charged at the appropriate rate. Itemized bills include Basic Rates, Quantity, and selected options. |

INVOICE CATEGORY associated with COST CENTER 202:

| Invoice Category | Invoice Category Definition | Unit            | Basic Rate | Cost Center |
|------------------|-----------------------------|-----------------|------------|-------------|
| 8608             | Server Windows-Category 3   | Med.-Lg. Server | \$2,261.93 | 202         |

### ***COST CENTER 203 - SERVER WINDOWS- CATEGORY 4***

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | This cost center provides support for customers who have applications that utilize large Windows platforms, model ML570.  |
| MEASUREMENT     | The unit of measurement for this resource is based on the rate in place for the large Windows server plus any additional selected options. (see note below)   |
| CHARGES         | Customers are billed based on server size, storage capacity, databases and other options. A record containing this information is passed to the MICS billing system where the records are formatted, summarized, and charged at the appropriate rate. Itemized bills include Basic Rates, Quantity, and selected options. |

**Additional resource options for Windows Server categories 1–4 are as follows:**

| Options            | Description  |
|--------------------|--|
| Database Software  | Billed at the market value cost plus HHSDC overhead. |
| Database Support   | Billed at \$410.20 per server per month.             |
| Enterprise Storage | Billed at \$29.077 per GB per month                  |

INVOICE CATEGORY associated with COST CENTER 203:

| Invoice Category | Invoice Category Definition | Unit       | Basic Rate | Cost Center |
|------------------|-----------------------------|------------|------------|-------------|
| 8609             | Server Windows-Category 4   | Lg. Server | \$2,952.60 | 203         |

### ***COST CENTER 208 - SERVER UNIX-CATEGORY 1***

Cost centers 208 through 211 provide support for customers who have specialized applications that utilize UNIX platforms. Support is for the UNIX hardware and operating system. Database support and enterprise storage options are available at an additional cost. The rates recover all the cost components of the cost center resources. Cost components include hardware, software, personnel, miscellaneous, and overhead expenses.

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | This cost center provides support for customers who have applications that utilize small UNIX platforms, model P630.  |
| MEASUREMENT     | The unit of measurement for this resource is based on the rate in place for the small UNIX server plus any additional selected options. (see note below)  |
| CHARGES         | Customers are billed based on server size, storage capacity, databases and other options. A record containing this information is passed to the MICS billing system where the records are formatted, summarized, and charged at the appropriate rate. Itemized bills include Basic Rates, Quantity, and selected options. |

INVOICE CATEGORY associated with COST CENTER 208:

| Invoice Category | Invoice Category Definition | Unit       | Base Rate  | Cost Center |
|------------------|-----------------------------|------------|------------|-------------|
| 8611             | Server UNIX-Category 1      | Sm. Server | \$3,442.91 | 208         |

### ***COST CENTER 209 - SERVER UNIX-CATEGORY 2***

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | This cost center provides support for customers who have applications that utilize medium UNIX platforms, model P670, 1 CPU.  |
| MEASUREMENT     | The unit of measurement for this resource is based on the rate in place for the medium UNIX server plus any additional selected options. (see note below)   |
| CHARGES         | Customers are billed based on server size, storage capacity, databases and other options. A record containing this information is passed to the MICS billing system where the records are formatted, summarized, and charged at the appropriate rate. Itemized bills include Basic Rates, Quantity, and selected options. |

INVOICE CATEGORY associated with COST CENTER 209:

| Invoice Category | Invoice Category Definition | Unit        | Base Rate  | Cost Center |
|------------------|-----------------------------|-------------|------------|-------------|
| 8612             | Server-UNIX Category 2      | Med. Server | \$4,281.61 | 209         |

### ***COST CENTER 210 - SERVER UNIX-CATEGORY 3***

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | This cost center provides support for customers who have applications that utilize medium large UNIX platforms, model P670, 2 CPU   |
| MEASUREMENT     | The unit of measurement for this resource is based on the rate in place for the medium-large UNIX server plus any additional selected options. (see note below)   |
| CHARGES         | Customers are billed based on server size, storage capacity, databases and other options. A record containing this information is passed to the MICS billing system where the records are formatted, summarized, and charged at the appropriate rate. Itemized bills include Basic Rates, Quantity, and selected options. |

INVOICE CATEGORY associated with COST CENTER 210:

| Invoice Category | Invoice Category Definition | Unit            | Base Rate  | Cost Center |
|------------------|-----------------------------|-----------------|------------|-------------|
| 8613             | Server UNIX-Category 3      | Med.-Lg. Server | \$6,351.53 | 210         |

### ***COST CENTER 211 - SERVER UNIX-CATEGORY 4***

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | This cost center provides support for customers who have applications that utilize large UNIX platforms, P670, 3 CPU.   |
| MEASUREMENT     | The unit of measurement for this resource is based on the rate in place for the large UNIX server plus any additional selected options.(see note below)   |
| CHARGES         | Customers are billed based on server size, storage capacity, databases and other options. A record containing this information is passed to the MICS billing system where the records are formatted, summarized, and charged at the appropriate rate. Itemized bills include Basic Rates, Quantity, and selected options. |

**Additional resource options for UNIX Server categories 1–4 are as follows:**

| Options            | Description  |
|--------------------|--|
| Database Software  | Billed at the market value cost plus HHSDC overhead. |
| Database Support   | Billed at \$1,230.60 per server per month.           |
| Enterprise Storage | Billed at \$29.077 per GB per month                  |

INVOICE CATEGORY associated with COST CENTER 211:

| Invoice Category | Invoice Category Definition | Unit       | Base Rate  | Cost Center |
|------------------|-----------------------------|------------|------------|-------------|
| 8614             | Server UNIX-Category 4      | Lg. Server | \$8,421.44 | 211         |

### ***COST CENTER 251 – INSTALLATION/DEINSTALLATION***

| Attribute         | Description  |
|-------------------|--|
| COST ALLOCATION   | Cost is billed based on the type of moves, adds, or changes (MACs) performed. This cost center consists of personnel costs in the Network Installation, Network Software Support, and the Telecommunications Management Services sections within the Telecommunications Division (TD). These personnel plan, design, procure, and coordinate the MACs of network and remote site equipment and services.   |
| UTILIZATION       | The method for recovering costs is to charge the user for the MACs for equipment and services. The actual charge depends on the type of the MAC (see Cost Centers 252 - 261).  |
| RATES FORMULATION | <p>The actual rate is based upon three factors. The three factors are Average Completion Time (ACT), Estimated Workload (EW), and hourly rate. The first factor, ACT, is based on historical data about the length of staff time each type of MAC requires. The EW is the second factor and is determined by the cost center manager. These values represent the estimate of the number of MACs by type for the fiscal year.</p> <p>The third and last factor, the hourly rate, is calculated through the use of a special formula. The cost center manager developed the formula.</p> $\text{Hourly Rate} = \frac{\text{Total TD MAC costs}}{\text{Total hours to complete EW}}$ <p>After this hourly rate has been calculated, it is applied (multiplied) against the ACT of each type of MAC. The product represents the chargeable rate for each MAC type.</p> |
| CHARGES           | Please refer to corresponding Cost Centers 252 – 261 (beginning on page 22) for additional specific charge information.  |

|  |
|--|
| <b>NOTE:</b>   |
| <b>Sufficient lead-time must be provided to allow for a service request to be processed and completed within customer designated timeframes. If a submitted service request requires expedited services, <u>HHSDC charges will be doubled</u>. Customers will be notified prior to any application of expedited service charges.</b> |

INVOICE CATEGORIES associated with COST CENTER 251:

| Invoice Category | Invoice Category Definition      | Unit    | Rate       | Cost Center |
|------------------|----------------------------------|---------|------------|-------------|
| 8523             | EQUIPMENT SWAPS/ ADDITIONS       | Site    | \$1,100.00 | 252         |
| 8524             | EQUIPMENT TERMINATION/RELOCATION | Site    | \$300.00   | 255         |
| 8525             | MISCELLANEOUS SITE REQUEST       | Hour    | \$75.00    | 254         |
| 8526             | NEW SITE INSTALLATION            | Circuit | \$2,100.00 | 253         |
| 8526             | NEW SITE INSTALLATION (T-3 ATM)  | Circuit | \$3150.00  | 253         |
| 8587             | SITE RELOCATION                  | Circuit | \$1,300.00 | 256         |
| 8588             | SITE DELETION                    | Circuit | \$400.00   | 257         |
| 8589             | ADD PVC                          | PVC     | \$375.00   | 258         |
| 8590             | CHANGE CIR                       | PVC     | \$300.00   | 259         |
| 8591             | INSTALL DIAL-UP SERVICES         | Circuit | \$700.00   | 261         |

**ROLL-UP COST CENTERS 252, 254, \* and 255 (associated with 251) – EQUIPMENT RELATED MAC**

| Attribute   | Description   |
|-------------|---|
| DESCRIPTION | Each site identified on a service request is subject to billing for equipment-related MACs, provided the equipment is on existing circuits only. Equipment installed at the time a circuit is established is covered in the circuit-related MAC charge. |
| UTILIZATION | Utilization billed is the actual number of MACs completed during the month as reported by the cost center manager.  |
| CHARGES     | The following is a list of specific billing criteria for Cost Centers 252, 254, and 255.  |

\* Cost Center 254 applies to both equipment-related and circuit-related MACs.

**EQUIPMENT-RELATED MACs:**

| Cost Center | MAC Type                           | Charges             |
|-------------|------------------------------------|---------------------|
| 252         | Equipment Swap / Addition          | \$1,100.00 per site |
| 254         | Miscellaneous Site Request         | \$75.00 per hour    |
| 255         | Equipment Termination / Relocation | \$300.00 per site   |

**ROLL-UP COST CENTERS 253, 254, 256, 257, 258, 259, and 261 (associated with 251) – CIRCUIT-RELATED MACs**

| Attribute   | Description   |
|-------------|---|
| DESCRIPTION | Connecting to the HHSDC Wide Area Network (WAN) is accomplished typically via a circuit. The MAC activities related to these circuits are captured in this cost center. |
| UTILIZATION | Utilization billed is the actual number of circuit-related MACs completed during the month as reported by the cost center manager.                                      |
| CHARGES     | The following is a list of specific billing criteria for Cost Centers 253, 254, 256, 257, 258, 259, and 261.  |

**CIRCUIT-RELATED MACs:**

| Cost Center | Service Request Type            | Charges                |
|-------------|---------------------------------|------------------------|
| 253         | New Site Installation           | \$2,100.00 per circuit |
| 253         | New Site Installation (T-3 ATM) | \$3,150.00 per circuit |
| 254         | Miscellaneous MAC Request       | \$75.00 per hour       |
| 256         | Site Relocation                 | \$1,300.00 per circuit |
| 257         | Site Deletion                   | \$400.00 per circuit   |
| 258         | Add PVC                         | \$375.00 per circuit   |
| 259         | Change CIR                      | \$300.00 per circuit   |
| 261         | Dial-up Services                | \$700.00 per circuit   |

**NOTE:**

**Customer monthly invoices include a detailed report of the installation activities and the associated charges incurred for each request.**

### ***COST CENTER 265 – NETWORK PLANNING AND DESIGN***

| <b>Attribute</b> | <b>Description</b>   |
|------------------|--|
| COST ALLOCATION  | This cost center consists of personnel cost for staff in the Network Services, Network Engineering, Network Systems and Telecommunication Management Services Sections. The staff are responsible for analysis, planning, design, and cost estimates of the most complicated local and wide area networks for connectivity, optimum performance, and compliance with appropriate IT architectural and security requirements.   |
| UTILIZATION      | The method of recovering these costs is to charge the requesting customer the amount of time required for the network analysis and design. The actual charge will be dependent upon the complexity of the network design. The average amount of time required for this network analysis and design is estimated to be approximately 10 hours.  |
| RATE FORMULATION | <p>The actual rate is based upon three factors. The three factors are Planning and Design Time (PDT), EW, and hourly rate. The first factor, PDT, is based on the estimated length of staff time needed to develop a network design. The EW is determined by the cost center manager. This value represents the estimated number of requests for network planning and design services for the fiscal year. The third and last factor, the hourly rate, is calculated through the use of a special formula. The cost center manager has developed the following formula:</p> $\text{Hourly Rate} = \frac{\text{Total TD PDT costs}}{\text{Total hours to complete EW}}$ <p>After this hourly rate has been calculated, it is applied (multiplied) against the PDT. The result represents the chargeable rate for the planning and design service request.</p> |
| CHARGES          | The hourly rate is \$150.00 per hour.  |

**NOTE:**

**Sufficient lead time must be provided to allow for a service request to be processed and completed within customer designated timeframes. If a submitted service request requires expedited service, HHSDC charges will be doubled. (Customers will be notified prior to any application of expedited service charges.).**

INVOICE CATEGORIES associated with COST CENTER 265:

| <b>Invoice Category</b> | <b>Invoice Category Definition</b> | <b>Unit</b> | <b>Rate</b> | <b>Cost Center</b> |
|-------------------------|------------------------------------|-------------|-------------|--------------------|
| 8593                    | NETWORK PLANNING & DESIGN          | Hour        | \$150.00    | 265                |



### ***COST CENTER 266 - OPENVIEW***

| <b>Attribute</b> | <b>Description</b>  |
|------------------|---|
| DESCRIPTION      | <p>HHSDC uses HP OpenView Network Node Manager (NNM) for network fault management. NNM is the leading network fault management product for large, complex networks. NNM functions include:</p> <ul style="list-style-type: none"> <li>•Web-based interface</li> <li>•Customized views of the network</li> <li>•Physical maps of the network topography</li> <li>•Identifies problem devices and network services</li> <li>•Troubleshooting tools</li> <li>•Performance, availability, utilization, congestion, inventory, and exception reports</li> </ul> <p>This service offering expands the HHSDC OpenView NNM implementation, adding secured access for our customers. Customers can choose to view their portion of the HHSDC WAN</p> |
| MEASUREMENT      | The rate for this service is \$1,500 per month.   |
| CHARGES          | Charges are billed via the recurring debit file   |

INVOICE CATEGORIES associated with COST CENTER 266:

| <b>Invoice Category</b> | <b>Invoice Category Definition</b> | <b>Unit</b>  | <b>Rate</b> | <b>Cost Center</b> |
|-------------------------|------------------------------------|--------------|-------------|--------------------|
| 8595                    | Openview                           | Subscription | \$1,500.00  | 266                |

### ***COST CENTER 267 - CONCORD***

| <b>Attribute</b> | <b>Description</b>  |
|------------------|---|
| DESCRIPTION      | <p>HHSDC utilizes Concord Communication's eHealth Network (formerly Network Health) for network performance analysis and capacity planning. eHealth Network performs low-impact monitoring of LANs, WANs, Frame Relay, routers, switches, and ATM, capturing key metrics for detailed analysis. Detailed, summary, and statistical data are stored in a data warehouse, providing a rich source of information for network analysis. eHealth Network also provides a wide array of prepared report formats in text and graphic styles. Reports may be used for establishing the baseline performance, monitoring change (overutilization, underutilization) from the baseline, planning for growth, detecting problem areas, and troubleshooting. Reports vary in complexity, from the technical analysis of selected devices to executive summaries of logical or physical segments of the entire network. This service offering will allow customer departments to produce reports to determine their network needs, as managed by HHSDC.</p> |
| MEASUREMENT      | The rate for this service is \$500 per month.   |
| CHARGES          | Charges are billed via the recurring debit file.  |

INVOICE CATEGORIES associated with COST CENTER 267:

| <b>Invoice Category</b> | <b>Invoice Category Definition</b> | <b>Unit</b>  | <b>Rate</b> | <b>Cost Center</b> |
|-------------------------|------------------------------------|--------------|-------------|--------------------|
| 8596                    | Concord                            | Subscription | \$500.00    | 267                |

## **COST CENTER 270 - COMMUNICATIONS**

| <b>Attribute</b>   | <b>Description</b>   |
|--------------------|--|
| COST ALLOCATION    | This Cost Center consists of all equipment, personnel and software costs required at the central and customer sites to provide and maintain access to the central site computers from local and remote processing sites. Hardware includes switches, routers, controllers, patch panels, sniffers, protocol converters, probes, firewalls, IDSs, and modem/line analysis and test equipment. Software includes network access software, ACF/VTAM, NCP, NCCF, etc., as well as OpenView, MVS Netview, Concord Health, and CiscoWorks for internal monitoring and managing of the network. Personnel consist of software specialists, communications help desk support, and information systems specialists. Communications costs are divided between costs to support NETWORK ACCESS and costs to support COMMUNICATION LINKS.. |
| Network Charge     | Network Access + Communication Link  |
| Network Access     | All circuits are charged a monthly network access rate based upon circuit type and bandwidth/speed. In addition, each LAN attached controller and dial-up circuit is charged a monthly network access charge. The access charge covers personnel services and operating expenses and equipment cost within the Telecommunications Division, including associated overhead cost, to maintain and support the Health and Human Services Data Center (HHSDC) wide area network.   |
| Communication Link | The type of circuit (i.e. ADN, Frame Relay, ATM, and DSL), and bandwidth required determine the communication link charge. The communication link charge for ADN Circuits varies dependent upon bandwidth and distance between the Telcos' nearest point of concentration to the customer site. Charges for Frame Relay, and ATM circuits are dependent upon bandwidth and circuit size (i.e. DS0, T1, T3, etc.).  |

## **COST CENTER 272 – NETWORK ACCESS**

| <b>Attribute</b> | <b>Description</b>  |
|------------------|---|
| MEASUREMENT      | All circuits are charged a monthly network access rate based upon circuit type and bandwidth/speed. In addition, each LAN-attached controller and dial-up circuit is charged a monthly network access charge. The access charge covers personnel services, operating expenses, and equipment costs within the Telecommunications Division, including associated overhead costs, to maintain and support the HHSDC WAN.  |
| UTILIZATION      | All Frame Relay circuits, ATM circuits, non-Frame Relay (ADN), and ISDN Backup circuits are charged a monthly network access rate based on circuit type and bandwidth/speed. In addition, each LAN-attached controller and dial-up circuit are charged a monthly access charge.   |
| CHARGES          | The overall monthly network charges are based on the circuit type and configuration. This section does not address the HHSDC's one-time installation/de-installation charges or phone company one-time installation/de-installation charges. The HHSDC's one-time charges are addressed in Cost Centers 252 through 261. Vendor one-time charges are billed as direct pass-through charges under Cost Center 176 and are based upon current vendor pricing. It should be noted that when circuits are shared between customers, the network charges are to be divided or shared (based on percent of CIR allocation). |

INVOICE CATEGORIES associated with COST CENTER 272:

| Invoice Category | Invoice Category Definition | Circuit Type               | Unit       | Rate       | Cost Center |
|------------------|-----------------------------|----------------------------|------------|------------|-------------|
| 8510             | NETWORK ACCESS CHARGES      | 9.6 Kb                     | Circuit    | \$250.00   | 272         |
| 8510             | NETWORK ACCESS CHARGES      | 19.2 Kb                    | Circuit    | \$500.00   | 272         |
| 8510             | NETWORK ACCESS CHARGES      | 56 Kb                      | Circuit    | \$600.00   | 272         |
| 8510             | NETWORK ACCESS CHARGES      | T1                         | Circuit    | \$875.00   | 272         |
| 8510             | NETWORK ACCESS CHARGES      | T3                         | Circuit    | \$3,750.00 | 272         |
| 8510             | NETWORK ACCESS CHARGES      | LAN CONTROLLER             | Controller | \$225.00   | 272         |
| 8510             | NETWORK ACCESS CHARGES      | DIALUP                     | Circuit    | \$75.00    | 272         |
| 8510             | NETWORK ACCESS CHARGES      | ISDN Backup 56K w/ FRAD    | Circuit    | \$403.00   | 272         |
| 8510             | NETWORK ACCESS CHARGES      | ISDN Backup 56K w/ ROUTER  | Circuit    | \$590.00   | 272         |
| 8510             | NETWORK ACCESS CHARGES      | ISDN Backup 128K w/ ROUTER | Circuit    | \$880.00   | 272         |

NETWORK ACCESS CHARGES are as follows:

**For ADN Circuits:**

| Bandwidth / Speed       | Access Charge |
|-------------------------|---------------|
| 56 Kb                   | \$600.00      |
| T1                      | \$875.00      |
| T3                      | \$3,750.00    |
| LAN-Attached Controller | \$225.00      |

**For FRAME RELAY CIRCUIT with FRAD/1721 Router:**

| Cir                     | Access Charge |
|-------------------------|---------------|
| 0 – 8 K                 | \$250.00      |
| 9 – 20 K                | \$500.00      |
| 21 – 56 K               | \$600.00      |
| LAN-Attached Controller | \$225.00      |

**For FRAME RELAY CIRCUIT with ROUTER:**

| Frame Relay Port        | Access Charge |
|-------------------------|---------------|
| 56 Kb                   | \$600.00      |
| T1                      | \$875.00      |
| T3                      | \$3,750.00    |
| LAN-Attached Controller | \$225.00      |

**For Asynchronous Transfer Mode (ATM):**

| Bandwidth / Speed | Access Charge |
|-------------------|---------------|
| T3                | \$3,750.00    |

**For Dialup:**

| Circuit | Access Charge |
|---------|---------------|
| Dialup  | \$75.00       |

**For ISDN Backup Circuits**

| Bandwidth/Speed             | Access Charge |
|-----------------------------|---------------|
| 56 Kb with FRAD/1721 Router | \$403.00      |
| 56 Kb with Router           | \$590.00      |
| 128Kb with Router           | \$880.00      |

***COST CENTER 274 – COMMUNICATIONS LINKS***

| Attribute   | Description   |
|-------------|---|
| MEASUREMENT | There is no set unit for communications links charges. Each circuit is evaluated and its charges determined by circuit type and configuration. The type of circuit (i.e. ADN, Frame Relay, DSL, ATM) and bandwidth required determine the communication link charge. The communication link charge for ADN circuits varies dependent upon distance between the nearest point of concentration to the customer site. ADN charges are comprised of monthly local loop charges, vendor minimum line cost, DSU/CSU cost or applicable router costs. Charges for Frame Relay circuits are dependent upon bandwidth and circuit size (i.e. DS0, T1, T3, etc.). Communication link charges include DSU/CSU costs, Vendor Frame Relay port costs, Frame Relay local loop costs or applicable router costs. Charges for private DSL circuits are dependent upon bandwidth (i.e. 128K, 384K, 1544K). The DSL Communications Link charges include DSL port costs, measured business line costs, router costs, and HHSDC equipment and support costs. Charges for Internet DSL circuits are dependent upon bandwidth. The Internet Asynchronous DSL Communications Link charges include DSL port costs, measured business line costs, router costs, and HHSDC equipment and support costs. The Internet Synchronous DSL Communications Link charges include DSL port costs, DSL router costs, and HHSDC equipment and support costs. The Customer Provided ISP for Internet DSL Communications Link charges include the DSL router and HHSDC equipment and support costs. Charges for ATM circuits are dependent on bandwidth and circuit size. Communication Link charges include ATM port cost, ATM local loop cost, ATM port adapter, and applicable router charge. The Telco costs for all circuits are for intrastate connectivity only. The Telco costs for interstate connectivity varies and is passed-through to the customer based on actual Telco costs. |
| CHARGES     | Communications links charges are based on the circuit type and configuration. This section does not address the HHSDC's one-time installation/de-installation charges. The HHSDC's one-time charges are addressed in Cost Centers 252 through 261. Vendor one-time charges are billed as direct pass-through charges under Cost Center 176 and are based upon current vendor pricing. It should be noted that when circuits are shared between customers, the network charges are to be divided or shared (based on percent of CIR allocation).   |

|  |  |                     |                     |                     |                    |  |  |     |         |         |     |         |         |     |         |         |                  |  |  |     |         |         |     |          |         |     |          |          |
|--|--|---------------------|---------------------|---------------------|--------------------|--|--|-----|---------|---------|-----|---------|---------|-----|---------|---------|------------------|--|--|-----|---------|---------|-----|----------|---------|-----|----------|----------|
| <div>*ROUTER RATES</div> <div>Tiered<br/>Or<br/>Socialized</div> | <div>Router costs are currently included as a component of the Communications Link Charge. <i>Existing</i> routers are billed at the <u>Socialized Router Rate</u> of \$457.00 per month, which includes maintenance with a two hour response time regardless of model type. The Tiered Router Rate restructures the rate for <i>new</i> routers based on the specific router series being utilized by the customer site. Additionally, customers are offered a 4 hour response choice for the maintenance response time on the smaller routers under the Tiered Router Rate structure.</div> <div><div>** <u>Variable Tiered Router Rate:</u></div><div><div>• 1700 series with 4 hour response = \$77.00/month</div><div>• 1700 series with 2 hour response = \$105.00/month</div><div>• 2600 series with 4 hour response = \$176.00/month</div><div>• 2600 series with 2 hour response = \$210.00/month</div><div>• 3600 series with 2 hour response = \$631.00/month</div><div>• 7000 series with 2 hour response = Actual cost/month</div></div></div> <div><div>** <u>Socialized Router Rate:</u></div><div><div>• \$457.00/month with 2 hour response</div></div></div> <div><div>Note: Due to the wide range in cost, customers requesting the 7000 series routers will not be charged for the router based on a socialized rate, but rather based on the actual cost of the router used.</div></div> <div><div>This new service level is available for new router installs only. Existing routers cannot be swapped out for the longer response time maintenance. Once existing leases have expired or business needs dictate a change in the router, newly installed routers will be billed at the new Tiered Router Rate.</div></div> |                     |                     |                     |                    |  |  |     |         |         |     |         |         |     |         |         |                  |  |  |     |         |         |     |          |         |     |          |          |
| <div>**DSU/CSU RATES</div>                                       | <div>DSU costs are included as a component of the Communications Link Charge. Existing DSUs are external DSUs and cost vary dependent upon the circuit bandwidth. Internal DSUs may be utilized for new router installs at non-critical sites located within reasonable distance of service areas and at site locations distant from service area.</div> <table><tr><td></td><td>External DSU Rates:</td><td>Internal DSU Rates:</td></tr><tr><td>Frame: (1 DSU/CSU)</td><td></td><td></td></tr><tr><td>56K</td><td>\$26.00</td><td>\$12.00</td></tr><tr><td>T-1</td><td>\$65.00</td><td>\$16.00</td></tr><tr><td>T-3</td><td>\$97.00</td><td>\$97.00</td></tr><tr><td>ADN: (2 DSU/CSU)</td><td></td><td></td></tr><tr><td>56K</td><td>\$52.00</td><td>\$38.00</td></tr><tr><td>T-1</td><td>\$130.00</td><td>\$81.00</td></tr><tr><td>T-3</td><td>\$194.00</td><td>\$194.00</td></tr></table>  |                     | External DSU Rates: | Internal DSU Rates: | Frame: (1 DSU/CSU) |  |  | 56K | \$26.00 | \$12.00 | T-1 | \$65.00 | \$16.00 | T-3 | \$97.00 | \$97.00 | ADN: (2 DSU/CSU) |  |  | 56K | \$52.00 | \$38.00 | T-1 | \$130.00 | \$81.00 | T-3 | \$194.00 | \$194.00 |
|  | External DSU Rates:  | Internal DSU Rates: |                     |                     |                    |  |  |     |         |         |     |         |         |     |         |         |                  |  |  |     |         |         |     |          |         |     |          |          |
| Frame: (1 DSU/CSU)   |  |                     |                     |                     |                    |  |  |     |         |         |     |         |         |     |         |         |                  |  |  |     |         |         |     |          |         |     |          |          |
| 56K  | \$26.00  | \$12.00             |                     |                     |                    |  |  |     |         |         |     |         |         |     |         |         |                  |  |  |     |         |         |     |          |         |     |          |          |
| T-1  | \$65.00  | \$16.00             |                     |                     |                    |  |  |     |         |         |     |         |         |     |         |         |                  |  |  |     |         |         |     |          |         |     |          |          |
| T-3  | \$97.00  | \$97.00             |                     |                     |                    |  |  |     |         |         |     |         |         |     |         |         |                  |  |  |     |         |         |     |          |         |     |          |          |
| ADN: (2 DSU/CSU)   |  |                     |                     |                     |                    |  |  |     |         |         |     |         |         |     |         |         |                  |  |  |     |         |         |     |          |         |     |          |          |
| 56K  | \$52.00  | \$38.00             |                     |                     |                    |  |  |     |         |         |     |         |         |     |         |         |                  |  |  |     |         |         |     |          |         |     |          |          |
| T-1  | \$130.00   | \$81.00             |                     |                     |                    |  |  |     |         |         |     |         |         |     |         |         |                  |  |  |     |         |         |     |          |         |     |          |          |
| T-3  | \$194.00   | \$194.00            |                     |                     |                    |  |  |     |         |         |     |         |         |     |         |         |                  |  |  |     |         |         |     |          |         |     |          |          |

|   |  |             |              |             |              |
|---|--|-------------|--------------|-------------|--------------|
| <b>FRAD Replacements</b><br><b>1721 Routers</b> | Motorola has announced the end-of-life of the FRAD equipment. The 1721 router with internal DSU and 4 hour response will be used as the FRAD replacement. Critical FRAD sites will also be replaced with the 1721 router, however, the sites will retain external DSUs and 2 hour response to allow for better monitoring and support. |             |              |             |              |
|   |  | 1721 Router | Internal DSU | 1721 Router | External DSU |
|   |  | 4 hour      |              | 2 Hour      |              |
|   | 56K  | \$52.00     | \$11.00      | \$80.00     | \$23.00      |

COMMUNICATION LINKS CHARGES are as follows:

**For ADN circuits *without* router and bandwidth 0 to 56 KB:**

Communications links charge = [(93.20 + DSU/CSU Rate + [1.05 x DISTANCE]) x 1.1447]

Where DISTANCE is the mileage from nearest point of concentration to the customer site and the value of 14.47% represents HHSDC administrative overhead.

| Quantity | Description              | Cost     |
|----------|--------------------------|----------|
| 2        | Monthly Local Loop Cost  | \$90.00  |
| 1        | Vendor Minimum Line Cost | \$3.20   |
|          | Total Constant           | \$93.20  |
|          | Modems or DSU/CSU Rate   | Variable |

**For ADN circuits *with* a Router and bandwidth 0 to 56 KB:**

Communications links charge = [(93.20 + Router Rate + DSU/CSU Rate+ [1.05 x DISTANCE]) x 1.1447]

Where DISTANCE is the mileage from nearest point of concentration to the customer site and the value of 14.47% represents HHSDC administrative overhead.

| Quantity | Description              | Cost       |
|----------|--------------------------|------------|
| 2        | Monthly Local Loop Cost  | \$90.00    |
| 1        | Vendor Minimum Line Cost | \$3.20     |
|          | Total Constant           | \$93.20    |
|          | Tiered Router Rate*      | Variable** |
|          | Socialized Router Rate*  | \$457.00   |
| 2        | Modem or DSU/CSU Rate    | Variable   |

**For ADN circuits *without* router and bandwidth of T1:**

Communications links charge = [(260.00+ DSU/CSU Rate [5.25 x DISTANCE]) x 1.1447]

Where DISTANCE is the mileage from nearest point of concentration to the customer site and the value of 14.47% represents HHSDC administrative overhead.

| Quantity | Description             | Cost     |
|----------|-------------------------|----------|
| 2        | Monthly Local Loop Cost | \$200.00 |

|   |                          |          |
|---|--------------------------|----------|
| 1 | Vendor Minimum Line Cost | \$60.00  |
|   | Total Constant           | \$260.00 |
|   | Modems or DSU/CSU Rate   | Variable |
|   |                          |          |

**For ADN circuits with a Router and bandwidth of T1:**

Communications links charge =  $[(260.00 + \text{Router Rate} + \text{DSU/CSU Rate} + [5.35 \times \text{DISTANCE}]) \times 1.1447]$

Where DISTANCE is the mileage from nearest point of concentration to the customer site and the value of 14.47% represents HHSDC administrative overhead.

| Quantity | Description              | Cost       |
|----------|--------------------------|------------|
| 2        | Monthly Local Loop Cost  | \$200.00   |
| 1        | Vendor Minimum Line Cost | \$60.00    |
| 1        | Total Constant           | \$260.00   |
|          | Tiered Router Rate*      | Variable** |
|          | Socialized Router Rate*  | \$457.00   |
| 2        | Modem or DSU/CSU Rate    | Variable   |

**For ADN circuits with a Router and bandwidth of T3:**

Communications links charge =  $[(3,269 + \text{Router Rate} + [37.25 \times \text{DISTANCE}]) \times 1.1447]$

Where DISTANCE is the mileage from nearest point of concentration to the customer site and the value of 14.47% represents HHSDC administrative overhead.

| Quantity | Description              | Cost       |
|----------|--------------------------|------------|
| 2        | Monthly Local Loop Cost  | \$2,665.00 |
| 1        | Vendor Minimum Line Cost | \$410.00   |
| 2        | Modems or DSU/CSU Cost   | \$194.00   |
| 1        | Total Constant           | \$3,269.00 |

**For Frame Relay circuits with FRAD and bandwidths of 56 KB:**

(Note: This is no longer available as a new service offering)

Communication Links charge =  $[(153 + [\text{CIR} \times 5.55 / 4]) \times 1.1447]$

Where CIR is a charge for interLATA connectivity of \$5.55 per 4 K CIR. The CIR value (size) can vary from 8 K to 56 K.. The value of 14.47% represents HHSDC administrative overhead. Note: there is no CIR charge if the circuit terminates within the LATA from which it originates.

The constant was derived from the following items:

| Quantity | Description                  | Cost     |
|----------|------------------------------|----------|
| 1        | DSU/CSU Cost                 | \$26.00  |
| 1        | FRAD Cost                    | \$36.00  |
| 1        | Vendor Frame Relay Port Cost | \$44.00  |
| 1        | Frame Relay Local Loop Cost  | \$47.00  |
|          | Total                        | \$153.00 |

**For Frame Relay circuits with 1721 Router for FRAD Replacement and bandwidths of 56KB**

Communication links charge =  $[(\$91 + 1721 \text{ Router Rate} + \text{DSU/CSU Rate} + [\text{CIR} * 5.55/4]) * 1.1447]$

Where CIR is a charge for interLATA connectivity of \$5.55 per 4 K CIR. The CIR value (size) can vary from 8 K to 56 K. The value 14.47% represents HHSDC administrative overhead. Note: there is no CIR charge if the circuit terminates within the LATA from which it originates.

The constant was derived from the following items:

| Quantity | Description                  | Cost     |
|----------|------------------------------|----------|
| 1        | Vendor Frame Relay Port Cost | \$44.00  |
| 1        | Frame Relay Local Loop Cost  | \$47.00  |
|          | Total                        | \$91.00  |
| 1        | DSU/CSU Rate                 | Variable |
| 1        | 1721 Router Rate             | Variable |

**For Frame Relay circuits with Router and bandwidth of 56 KB:**

Communications links charge =  $[(91 + \text{Router Rate} + \text{DSU/CSU Rate} + [\text{CIR} * 5.55/4]) * 1.1447]$

Where CIR is a charge for interLATA connectivity of \$5.55 per 4 K CIR; the CIR value (size) can vary from 8 K to 56 K.. The value of 14.47% represents HHSDC administrative overhead. Note: there is no CIR charge if the circuit terminates within the LATA from which it originates.

The constant was derived from the following items:

| Quantity | Description                  | Cost       |
|----------|------------------------------|------------|
| 1        | Vendor Frame Relay Port Cost | \$44.00    |
| 1        | Frame Relay Local Loop Cost  | \$47.00    |
| 1        | Total Constant               | \$91.00    |
|          | Tiered Router Rate*          | Variable** |
|          | Socialized Router Rate*      | \$457.00   |
| 1        | DSU/CSU Rate                 | Variable   |

**For Frame Relay circuits with Router and bandwidth of T1:**

Communications links charge =  $[(393 + \text{Router Rate} + \text{DSU/CSU Rate} + [\text{CIR} * \text{CIR Rate}/4]) * 1.1447]$

Where CIR is a charge for interLATA connectivity. The CIR value (size) can vary from 8 K to 1024 K.. The value of 14.47% represents HHSDC administrative overhead. Note: there is no CIR charge if the circuit terminates within the LATA from which it originates.

\*CIR Rate:

4K to 256K =  $\text{CIR} * 5.55/4$

260K to 768K =  $\text{CIR} * 4.50/4$

772K to 1536K and above =  $\text{CIR} * 3.45/4$

The constant was derived from the following items:



| Quantity | Description                     | Cost       |
|----------|---------------------------------|------------|
| 1        | Vendor Frame Relay T1 Port Cost | \$297.00   |
| 1        | Frame Relay T1 Local Loop Cost  | \$96.00    |
|          | Total Constant                  | \$393.00   |
| 1        | Tiered Router Rate*             | Variable** |
| 1        | Socialized Router Rate*         | \$457.00   |
| 1        | DSU/CSU Rate                    | Variable   |

### **For Frame Relay circuits with router and bandwidth of T3**

Communications link charge =  $[(3,107 + \text{Router Rate} + [\text{CIR} * 3.45/4]) * 1.1447]$

Where CIR is a charge for interLATA connectivity of \$3.45 per 4 K CIR; the CIR value (size) can vary from 1024 K to 28,672 K.. The value of 14.47% represents HHSDC administrative overhead. Note: there is no CIR charge if the circuit terminates within the LATA from which it originates.

The constant was derived from the following items:

| Quantity | Description                     | Cost       |
|----------|---------------------------------|------------|
| 1        | DSU/CSU Cost                    | \$97.00    |
| 1        | Vendor Frame Relay T3 Port Cost | \$1,676.00 |
| 1        | Frame Relay T3 Local Loop Cost  | \$1,334.00 |
|          | Total Constant                  | \$3,107.00 |
| 1        | Tiered Router Rate*             | Variable** |
| 1        | Socialized Router Rate*         | \$457.00   |

### **For Asynchronous Transfer Mode (ATM) circuit with router and bandwidth of T3**

Communications link charge =  $[(\$2,203 + \text{Router Rate} + [\text{Variable InterLATA Bit Rate**}]) * 1.1447]$

Where the InterLATA Bit Rate (IBR) is a monthly charge for those circuits crossing LATA, Note: There is no IBR charge if the circuit terminates within the LATA from which it originates.

The value of 14.47% represents HHSDC administrative overhead.

The rate is derived from the following items:

| Quantity | Description              | Cost       |
|----------|--------------------------|------------|
| 1        | ATM Port                 | \$772.00   |
| 1        | ATM Local Loop           | \$1,334.00 |
| 1        | ATM Port Adapter         | \$97.00    |
|          | Total Constant           | \$2,203.00 |
| 1        | Tiered Router Rate*      | Variable** |
| 1        | Socialized Router Rate * | \$457.00   |

\*\* The InterLATA charges are calculated as follows according to Bandwidth size and type of service. The ATM service has three service offerings Committed Bit Rate (CBR) – Table 1, Variable Bit Rate (VBR) – Table 2, and Unspecified Bit Rate (UBR) – Table 3:

## **ATM INTERLATA CHARGES**

| Constant Bit Rate (CBR) |             | Variable Bit Rate (VBR) |             | Unspecified Bit Rate (UBR) |             |
|-------------------------|-------------|-------------------------|-------------|----------------------------|-------------|
| Table 1                 |             | Table 2                 |             | Table 3                    |             |
| Circuit Speed           | Recurring   | Circuit Speed           | Recurring   | Circuit Speed              | Recurring   |
|                         |             |                         |             |                            |             |
| 128Kbps                 | \$255.38    | 128Kbps                 | \$105.04    | 128Kbps                    | \$139.40    |
| 256Kbps                 | \$457.56    | 256Kbps                 | \$273.47    | 256Kbps                    | \$262.83    |
| 384Kbps                 | \$659.74    | 384Kbps                 | \$329.87    | 384Kbps                    | \$319.23    |
| 512Kbps                 | \$861.72    | 512Kbps                 | \$430.96    | 512Kbps                    | \$420.32    |
| 768Kbps                 | \$1,266.28  | 768Kbps                 | \$633.14    | 768Kbps                    | \$622.50    |
| 1.024Kbps               | \$1,670.64  | 1.024Kbps               | \$641.65    | 1.024Kbps                  | \$631.01    |
| 1.344Mbps               | \$2,181.41  | 1.536Mbps               | \$948.11    | 1.536Mbps                  | \$937.47    |
| 1.544 Mbps              | \$2,500.64  | 2.048Mbps               | \$1,255.64  | 2.048Mbps                  | \$1,245.00  |
| 2.048Mbps               | \$3,288.07  | 3.072Mbps               | \$1,869.62  | 3.072Mbps                  | \$1,858.98  |
| 3.072Mbps               | \$4,905.50  | 3.840Mbps               | \$2,329.31  | 3.840Mbps                  | \$2,318.67  |
| 3.840Mbps               | \$6,113.25  | 6.144Mbps               | \$3,711.58  | 6.144Mbps                  | \$3,700.94  |
| 6.144Mbps               | \$9,736.52  | 7.680Mbps               | \$4,633.09  | 7.680Mbps                  | \$4,622.45  |
| 7.680Mbps               | \$12,183.95 | 9.600Mbps               | \$5,785.51  | 9.600Mbps                  | \$5,774.87  |
| 9.600Mbps               | \$15,205.99 | 10.752Mbps              | \$6,476.11  | 10.752Mbps                 | \$6,465.47  |
| 10.752Mbps              | \$17,025.60 | 12.288Mbps              | \$7,396.56  | 12.288Mbps                 | \$7,385.92  |
| 12.288Mbps              | \$19,451.75 | 15.360Mbps              | \$9,250.22  | 15.360Mbps                 | \$9,228.94  |
| 15.360Mbps              | \$24,298.72 | 19.000Mbps              | \$11,423.11 | 19.000Mbps                 | \$10,390.94 |
| 19.000Mbps              | \$30,044.85 | 25.000Mbps              | \$15,021.90 | 22.000Mbps                 | \$11,135.81 |
| 28.000Mbps              | \$44,250    | 28.000Mbps              | \$16,821.29 | 28.000Mbps                 | \$13,721.57 |
| 35.800Mbps              | \$56,610.12 | 34.000Mbps              | \$20,421.14 | 34.000Mbps                 | \$16,669.13 |
| 45.000Mbps              | \$71,081.88 | 40.000Mbps              | \$24,019.93 | 40.000Mbps                 | \$19,169.76 |
|                         |             | 45.000Mbps              | \$24,075.26 | 45.000Mbps                 | \$22,894.11 |

**For Internet Digital Subscriber Line (DSL):**

| Attribute       | Description  |
|-----------------|--|
| DESCRIPTION     | Internet DSL provides a low cost, reliable and secured DSL solution for remote customers connectivity to HHSDC. Internet DSL IP would be the alternative for sites not in the PacBell territory or for customers requesting Internet DSL IP only solutions. The Asynchronous DSL and Synchronous DSL service offerings are dependent on the availability of the Internet Service Provider (ISP). Please Note: The path between the remote and host routers would be out of HHSDC control. HHSDC does not possess the ability to manage, troubleshoot, contract, or correct any problems associated with the routing through the Internet. Customers are NOT advised to choose this scenario for mission critical sites/data. |
| COST ALLOCATION | The Internet DSL Rate recovers all components of the cost center resources which include hardware and software, the HHSDC infrastructure, personnel, the Internet Service Provider and overhead.   |
| MEASUREMENT     | The unit of measurement is per Internet DSL connectivity.  |
| CHARGES         | The monthly Internet DSL charge is based the type (Asynchronous or Synchronous) and bandwidth of the DSL connectivity.   |

**For Internet Asynchronous Digital Subscriber Line (ADSL):**

Communication Link charge = (Variable \* 1.1447)

**Monthly Ongoing Costs:**

**Communication Link Charge Variables**

**ADSL 384**

ADSL Charge = (280.70 x 1.1447)

**ADSL 1.5**

ADSL charge + (341.34 x 1.1447)

The value of 14.47% represents HHSDC administrative overhead.

The constant values were derived from the following items:

| Quantity     | Description             | ADSL 384                  | ADSL 1.5                |
|--------------|-------------------------|---------------------------|-------------------------|
|              |                         | <b><u>384-1.5/128</u></b> | <b><u>1.5-6/384</u></b> |
|              |                         |                           |                         |
| 1            | DSL Port                | \$ 85.13                  | \$ 95.77                |
| 1            | Measured Business Line  | \$ 18.57                  | \$ 18.57                |
| 1            | Router                  | \$ 77.00                  | \$ 77.00                |
| 1            | HHSDC Equipment/Support | \$100.00                  | \$150.00                |
|              |                         |                           |                         |
| <b>Total</b> |                         | <b>\$280.70</b>           | <b>\$341.34</b>         |

**For Internet Synchronous Digital Subscriber Line (SDSL):**

Communication Link charge = (Variable \* 1.1447)

**Monthly Ongoing Costs:**

**Communication Link Charge Variables**

**SDSL 144**

SDSL Charge = (269 x 1.1447)

**SDSL 192**

SDSL Charge = (319 x 1.1447)

**SDSL 384**

SDSL Charge = (419 x 1.1447)

**SDSL 768**

SDSL Charge = (539 x 1.1447)

**SDSL 1.1**

SDSL Charge = (699 x 1.1447)

**SDSL 1.5**

SDSL Charge = (819 x 1.1447)

The value of 14.47% represents HHSDC administrative overhead

The constant values were derived from the following items:

| Quantity     | Description         | SDSL 144        | SDSL 192        | SDSL 384        | SDSL 768        | SDSL 1.1        | SDSL 1.5        |
|--------------|---------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| 1            | DSL Port            | \$150.00        | \$150.00        | \$200.00        | \$270.00        | \$350.00        | \$400.00        |
| 1            | Router              | \$ 69.00        | \$ 69.00        | \$ 69.00        | \$ 69.00        | \$ 69.00        | \$ 69.00        |
| 1            | HHSDC Equip/Support | \$ 50.00        | \$100.00        | \$150.00        | \$200.00        | \$250.00        | \$350.00        |
|              |                     |                 |                 |                 |                 |                 |                 |
| <b>Total</b> |                     | <b>\$269.00</b> | <b>\$319.00</b> | <b>\$419.00</b> | <b>\$539.00</b> | <b>\$669.00</b> | <b>\$819.00</b> |

**For Customer Provided ISP for Internet DSL :**

| Attribute       | Description  |
|-----------------|--|
| DESCRIPTION     | Internet DSL provides a low cost, reliable and secured DSL solution for remote customers connectivity to HHSDC. For this service offering, the customer secures their own ISP and HHSDC provides connectivity. Please Note: The path between the remote and host routers would be out of HHSDC control. HHSDC does not possess the ability to manage, troubleshoot, contract, or correct any problems associated with the routing through the Internet. Customers are NOT advised to choose this scenario for mission critical sites/data. |
| COST ALLOCATION | The Internet DSL Rate recovers all components of the cost center resources which include hardware and software, the HHSDC infrastructure, personnel, and overhead.   |
| MEASUREMENT     | The unit of measurement is per Customer Provided ISP for Internet DSL connectivity.  |
| CHARGES         | The monthly Internet DSL charge is based the type (Asynchronous or Synchronous) and bandwidth of the DSL connectivity.   |

**For Customer Provided ISP for ADSL:**

Communication Link charge = (Variable \* 1.1447)

**Monthly Ongoing Costs:**

**Communication Link Charge Variables**

**ADSL 384**

ADSL Charge = (177 x 1.1447)

**ADSL 1.5**

ADSL charge + (227 x 1.1447)

The value of 14.47% represents HHSDC administrative overhead.

The constant values were derived from the following items:

| Quantity     | Description             | ADSL 384                  | ADSL 1.5                |
|--------------|-------------------------|---------------------------|-------------------------|
|              |                         | <b><u>384-1.5/128</u></b> | <b><u>1.5-6/384</u></b> |
|              |                         |                           |                         |
| 1            | Router                  | \$ 77.00                  | \$ 77.00                |
| 1            | HHSDC Equipment/Support | \$100.00                  | \$150.00                |
|              |                         |                           |                         |
| <b>Total</b> |                         | <b>\$177.00</b>           | <b>\$227.00</b>         |

**For Customer Provided ISP for SDSL:**

Communication Link charge = (Variable \* 1.1447)

**Monthly Ongoing Costs:**

**Communication Link Charge Variables**

**SDSL 144**

SDSL Charge = (119 x 1.1447)

**SDSL 192**

SDSL Charge = (169 x 1.1447)

**SDSL 384**

SDSL Charge = (219 x 1.1447)

**SDSL 768**

SDSL Charge = (269 x 1.1447)

**SDSL 1.1**

SDSL Charge = (319 x 1.1447)

**SDSL 1.5**

SDSL Charge = (419 x 1.1447)

The value of 14.47% represents HHSDC administrative overhead

The constant values were derived from the following items:

| Quantity     | Description         | SDSL 144        | SDSL 192        | SDSL 384        | SDSL 768        | SDSL 1.1        | SDSL 1.5        |
|--------------|---------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| 1            | Router              | \$ 69.00        | \$ 69.00        | \$ 69.00        | \$ 69.00        | \$ 69.00        | \$ 69.00        |
| 1            | HHSDC Equip/Support | \$ 50.00        | \$100.00        | \$150.00        | \$200.00        | \$250.00        | \$350.00        |
|              |                     |                 |                 |                 |                 |                 |                 |
| <b>Total</b> |                     | <b>\$119.00</b> | <b>\$169.00</b> | <b>\$219.00</b> | <b>\$269.00</b> | <b>\$319.00</b> | <b>\$419.00</b> |

**For Private Digital Subscriber Line (PDSL):**

| Attribute       | Description   |
|-----------------|---|
| DESCRIPTION     | Private DSL provides a low cost, reliable and secure DSL solution for remote customers' connectivity to HHSDC. Private DSL services require DSL availability through PacBell. The base service offering for DSL Private IP includes a ADSL bundled router with capability to support IP only. The Data Center will provide IP addresses starting at 8 not to exceed 32. |
| COST ALLOCATION | The Private DSL Rate recovers all components of the cost center resources which include hardware and software, the HHSDC infrastructure, personnel, the DSL service and overhead.   |
| MEASUREMENT     | The unit of measurement is per Private DSL connectivity.  |
| CHARGES         | The monthly Private DSL charge is based the bandwidth of the DSL connectivity.  |

## Monthly Ongoing Costs:

### Communication Link Charge Variables

#### PDSL 128

$$\text{DSL Charge} = [290.20 + (\text{CIR} * \text{CIR Rate}/4)] * 1.1447$$

#### PDSL 384

$$\text{DSL Charge} = [366.26 + (\text{CIR} * \text{CIR Rate}/4)] * 1.1447$$

#### PDSL 1.5

$$\text{DSL Charge} = [549.26 + (\text{CIR} * \text{CIR Rate}/4)] * 1.1447$$

CIR is a charge for InterLATA connectivity. The value of 14.47% represents HHSDC administrative overhead. Note: there is no CIR charge if the circuit terminates within the LATA from which it originates.

\*CIR Rate:

4K to 256K = CIR\*5.55/4

260K to 384K = CIR-4.50/4

The constant values were derived from the following items:

| Quantity | Description            | 384K/128K      | 384K/384K      | 1.5/384K       |
|----------|------------------------|----------------|----------------|----------------|
|          |                        | <u>PDSL128</u> | <u>PDSL384</u> | <u>PDSL1.5</u> |
| 1        | DSL Port               | 38.31          | 39.37          | 122.37         |
| 1        | Measured Business Line | 23.89          | 23.89          | 23.89          |
| 1        | Router                 | 53.00          | 53.00          | 53.00          |
| 1        | HHSDC Equip/Support    | 175.00         | 250.00         | 350.00         |
|          |                        |                |                |                |
|          | <b>Total</b>           | <b>290.20</b>  | <b>366.26</b>  | <b>549.26</b>  |

Communication Link charge = (Variable \* 1.1447)

### ***COST CENTER 275 – 3270 DIAL-UP SERVICE***

| <b>Attribute</b> | <b>Description</b>   |
|------------------|--|
| DESCRIPTION      | The 3270 dial-up service is a remote synchronous access to the HHSDC network via 800 numbers. This type of legacy connection requires a sync modem with either a 3270 controller with XID, a PC with an emulator configured for V.32 and XID, or a V.32 Informer terminal. |
| COST ALLOCATION  | The 3270 dial-up service cost center recovers all components of the cost center resources. Components include hardware/software, personnel, miscellaneous, and overhead.   |
| MEASUREMENT      | The unit of measurement for this resource is per minute.   |
| UTILIZATION      | The 3270 dial-up utilization is captured and stored in separate utilization files by account code.   |
| CHARGES          | The 3270 dial-up charge is the total amount of dial-up minutes multiplied by the rate of \$0.064 per minute.   |

INVOICE CATEGORIES associated with COST CENTER 275:

| <b>Invoice Category</b> | <b>Invoice Category Definition</b> | <b>Unit</b> | <b>Rate</b> | <b>Cost Center</b> |
|-------------------------|------------------------------------|-------------|-------------|--------------------|
| 8559                    | 3270 DIAL-UP SERVICES              | Minute      | \$0.064     | 275                |

### ***COST CENTER 277– HHSDC REMOTE LAN DIAL***

| <b>Attribute</b> | <b>Description</b>  |
|------------------|---|
| DESCRIPTION      | The HHSDC Remote LAN Dial (RLD) service is a remote dial-up access to the HHSDC network via 800 numbers. The HHSDC RLD utilizes IP only access via any Windows workstation with Windows Dial-Up Networking (DUN). |
| COST ALLOCATION  | The HHSDC RLD dial-up service cost center recovers all components of the cost center resources. Components include hardware/software, personnel, miscellaneous, and overhead.                                     |
| MEASUREMENT      | The unit of measurement for this resource is per minute.  |
| UTILIZATION      | The HHSDC RLD dial-up utilization is captured and stored in separate utilization files by account code.   |
| CHARGES          | The HHSDC RLD charge is the total amount of dial-up minutes multiplied by the rate of \$0.064 per minute.   |

INVOICE CATEGORIES associated with COST CENTER 277:

| <b>Invoice Category</b> | <b>Invoice Category Definition</b> | <b>Unit</b> | <b>Rate</b> | <b>Cost Center</b> |
|-------------------------|------------------------------------|-------------|-------------|--------------------|
| 8585                    | HHSDC REMOTE LAN DIAL              | Minute      | \$0.064     | 277                |

### ***COST CENTER 278 - REMOTE ACCESS VPN (VIRTUAL PRIVATE NETWORK)***

| <b>Attribute</b> | <b>Description</b>   |
|------------------|--|
| DESCRIPTION      | Virtual Private Networks (VPN) are used to establish secure, end-to-end private network connections over a public networking infrastructure. Remote access VPNs enable departments to reduce communication expenses by leveraging the local dial-up infrastructure of Internet service providers. The remote access VPNs allow mobile workers and telecommuters to take advantage of broadband connectivity. The HHSDC customers are responsible for obtaining their own Internet services provider. |
| COST ALLOCATION  | The Remote Access VPN service recovers all components of the cost center resources. Components include hardware/software, personnel, miscellaneous, and overhead.  |
| MEASUREMENT      | The unit of measurement for this resource is per minute.   |
| UTILIZATION      | The Remote Access VPN utilization is captured and stored in separate utilization files stored by account code.   |
| CHARGES          | The Remote Access VPN charge is the total amount of remote access VPN minutes multiplied by the rate of \$0.44 per minute.   |

### ***COST CENTER 278 - SITE-TO-SITE VPN (VIRTUAL PRIVATE NETWORK)***

| <b>Attribute</b> | <b>Description</b>  |
|------------------|---|
| DESCRIPTION      | Virtual Private Networks (VPN) is used to establish secure, end-to-end private network connections over a public networking infrastructure. The Site to Site VPN is an alternative for connectivity of non-governmental business partner sites to all portions of the HHSDC network. Site to Site VPNs utilize the public Internet or service provider IP networks by employing tunneling and encryption for data privacy and security. The HHSDC customer is responsible for obtaining their own Internet service provider. Site to Site VPN allows flexibility for organizations needing connectivity on an intermittent basis. The customer and HHSDC will work together to determine the number of hours of access required monthly for the customer's business need. |
| COST ALLOCATION  | The Site to Site VPN Service recovers all components of the cost center resources. Components include hardware/software, personnel, miscellaneous, and overhead.  |
| MEASUREMENT      | The unit of measurement for this resource is per hour.  |
| UTILIZATION      | Based on hour per month with a minimum of 20 hours per month.   |
| CHARGES          | The Site to Site VPN charge is obtained from the hours per month used multiplied by the Site to Site VPN rate.  |

INVOICE CATEGORIES associated with COST CENTER 278:

| <b>Invoice Category</b> | <b>Invoice Category Definition</b>                              | <b>Unit</b>           | <b>Rate</b> | <b>Cost Center</b> |
|-------------------------|---|-----------------------|-------------|--------------------|
| 8586                    | REMOTE ACCESS VPN   | Minute                | \$0.044     | 278                |
| 8630                    | Site To Site VPN – Option 1<br>Vendor Device on HHSDC Floor     | Hour – 20<br>hour min | \$7.90      | 278                |
| 8631                    | Site To Site VPN – Option 2<br>HHSDC device on Vendor Floor     | Hour – 20<br>hour min | \$8.75      | 278                |
| 8632                    | Site To Site VPN – Option 3<br>Vendor VPN Connects to HHSDC VPN | Hour – 20<br>hour min | \$7.75      | 278                |



## ***COST CENTER 285 – FOREIGN CONNECTIVITY SERVICES***

| <b>Attribute</b> | <b>Description</b>  |
|------------------|---|
| DESCRIPTION      | Approved non-HHSDC network connection to private HHSDC resources from networks other than HHSDC state agency customers where the foreign network provides the connectivity to the HHSDC and the interface between networks occurs at HHSDC. These connections may be built over private leased lines or VPN tunnels. This access is exclusively commissioned on behalf of state agencies that are customers of the HHSDC; and billing will occur between HHSDC and its state government (agency) customers. |
| COST ALLOCATION  | The Foreign Connectivity rate recovers all components of the cost center resources which include hardware and software for HHSDC infrastructure, personnel, and overhead.   |
| MEASUREMENT      | The unit of measurement is a per Foreign Connection charge.   |
| CHARGES          | The monthly Foreign Connectivity charge is based the number and type of non-HHSDC network circuits.   |

INVOICE CATEGORIES associated with COST CENTER 285

| <b>Invoice Category</b> | <b>Invoice Category Definition</b> | <b>Unit</b> | <b>Rate</b> | <b>Cost Center</b> |
|-------------------------|------------------------------------|-------------|-------------|--------------------|
| 8513/8514               | Foreign Connectivity (56Kb)        | Connection  | \$ 715.00   | 285                |
| 8513/8514               | Foreign Connectivity (T1)          | Connection  | \$1,000.00  | 285                |
| 8513/8514               | Foreign Connectivity (2 - T1s)     | Connection  | \$1,875.00  | 285                |
| 8513/8514               | Foreign Connectivity (8 - T1s)     | Connection  | \$7,125.00  | 285                |
| 8513/8514               | Foreign Connectivity (T-3)         | Connection  | \$3,915.00  | 285                |

### **For each Foreign Connection:**

[No. of circuits \* circuit type\*\*] + Surcharge\*\*\* x 1.1447]

\*\* Circuit Type Network Access

56K = \$ 600.00

T-1 = \$ 875.00

T-3 = \$3,750.00

\*\*\* Surcharge

T-1 = \$ 10.00

T-3 = \$ 50.00

The value of 14.47% represents the HHSDC administrative overhead.

## ***COST CENTER 286 –SHARED FIREWALL/EXTRANET***

| <b>Attribute</b> | <b>Description</b>   |
|------------------|--|
| DESCRIPTION      | A firewall is a program or hardware device that is used to filter information coming through the HHSDC network by implementing a set of security rules. It blocks and/or permits traffic based on configured rules. The firewall enforces secure access between an internal network and Internet, extranet, or intranet links. The Firewall scales to meet a range of customer requirements and network sizes. Firewall services can be requested by specifying the number of DMZ's (Demilitarized Zones) required by each customer utilizing the service. |
| COST ALLOCATION  | The Firewall/Extranet rate recovers all components of the cost center resources which include hardware and software for the firewall equipment. In addition, this  |

|             |   |
|-------------|---|
|             | rate recovers costs for HHSDC infrastructure, personnel, and overhead. For Extranet connections, additional specialized equipment components may be required in excess of the standard firewall and customization per customer needs. Additional cost may apply as appropriate for specialized Extranet connectivity. |
| MEASUREMENT | Unit of measurement is a per DMZ charge.  |
| CHARGES     | The monthly network charge is based the number of Foreign Connections requested by the client.  |

INVOICE CATEGORIES associated with COST CENTER 286

| Invoice Category | Invoice Category Definition | Unit | Rate     | Cost Center |
|------------------|-----------------------------|------|----------|-------------|
| 8578/8579        | Shared Firewall/Extranet    | DMZ  | \$423.00 | 286         |

### ***COST CENTER 287 – METROPOLITAN AREA NETWORK (MAN)***

| Attribute       | Description   |
|-----------------|---|
| DESCRIPTION     | The MAN is designed to permit the flexible deployment of fast service between downtown Sacramento area facilities. The MAN provides high speed connections in 10 Mbps and 100 Mbps increments that are scalable and compatible with existing architecture. The MAN also provides facility independence at the HHSDC and node diversity at the customer premise. |
| COST ALLOCATION | The MAN rates recover all components of the cost center resources, including fiber maintenance, hardware/software for the OB 8 and Mall Nodes, and connectivity to HHSDC. In addition, the rates recover costs for HHSDC infrastructure, personnel, and overhead.   |
| MEASUREMENT     | The unit of measurement is in 10 Mbps and 100 Mbps connectivity.  |
| CHARGES         | The monthly network charge is based on the tiered/socialized router rate and the MAN bandwidth connectivity.  |

INVOICE CATEGORIES associated with COST CENTER 287

| Invoice Category | Invoice Category Definition                     | Unit       | Rate        | Cost Center |
|------------------|---|------------|-------------|-------------|
| 8582/8583        | Sacramento MAN 10 MB tiered router (see CC 274) | Connection | Variable    | 287         |
| 8582/8583        | Sacramento MAN 10 MB socialized router          | Connection | \$4,469.21  | 287         |
| 8582/8583        | Sacramento MAN 100 MB socialized router         | Connection | \$13,373.16 | 287         |

#### **10 Mb MAN**

$([3447.26 + \text{Router Rate}] * 1.1447)$

#### **100 Mb MAN**

$([11,225.68 + \text{Router Rate}] * 1.1447)$

### ***COST CENTER 290 – ASSIGNED EQUIPMENT***

| <b>Attribute</b> | <b>Description</b>  |
|------------------|---|
| COST ALLOCATION  | This cost center is used for Telecom hardware and/or software not included in existing standard rates. The hardware and/or software is owned by the HHSDC but procured to satisfy unique customer requirements. |
| MEASUREMENT      | The measurement of this resource is based on customer specific configurations.  |
| CHARGES          | Charges for Assigned Equipment & Support will include the actual cost of the hardware and/or software monthly maintenance charges, HHSDC overhead and monthly technical support as required by the application. |

INVOICE CATEGORIES associated with COST CENTER 290:

| <b>Invoice Category</b> | <b>Invoice Category Definition</b> | <b>Unit</b> | <b>Rate</b>   | <b>Cost Center</b> |
|-------------------------|------------------------------------|-------------|---|--------------------|
| 8515                    | Assigned Equipment                 |             | Monthly cost of hard-software, maintenance, HHSDC overhead and technical support. | 290                |

### ***COST CENTER 300 – DISK STORAGE-SHARED***

| <b>Attribute</b> | <b>Description</b>  |
|------------------|---|
| COST ALLOCATION  | The Disk Storage cost center recovers all components of the cost center resources. Components include hardware, software, personnel, and miscellaneous. Disk storage hardware is divided 50/50 between Disk Storage cost center 300 and Disk Utilization cost center 016. Software includes the associated software necessary to manage DASD resources.                           |
| MEASUREMENT      | The unit of measurement for this resource is per gigabyte per month.  |
| UTILIZATION      | Randomly, and at least once a month, a snapshot is taken of disk VTOCs (Volume Table of Contents) and the information is written to an OS file. The MICS VTOC Catalog Activity component writes this information to a database. The tracks are considered to be a monthly allocation and customers are billed for all tracks allocated to them at the time the snapshot is taken. |
| CHARGES          | The charge is the number of Gigabytes multiplied by the rate.   |

INVOICE CATEGORY associated with COST CENTER 300:

| <b>Invoice Category</b> | <b>Invoice Category Definition</b> | <b>Unit</b> | <b>Rate</b> | <b>Cost Center</b> |
|-------------------------|------------------------------------|-------------|-------------|--------------------|
| 7202                    | Disk Storage-Shared                | Gigabyte    | \$29.077    | 300                |

### ***ROLL-UP COST CENTER 143 (associated with 300) – ADABAS DISK STORAGE***

| <b>Attribute</b> | <b>Description</b>  |
|------------------|---|
| COST ALLOCATION  | ADABAS disk storage costs are not separate from disk storage expenses (Cost Center 300). The expenses of the ADABAS disk storage are part of overall total disk storage expenses. This cost center has been set up to enable the HHSDC to track ADABAS disk storage utilization separately. |
| MEASUREMENT      | The unit of measurement for this resource is per gigabyte per month.  |
| CHARGES          | The HHSDC does not have separate specific ADABAS disk storage rates for each storage device type. The HHSDC has a single disk storage rate. ADABAS disk storage utilization is captured and recorded in an external billing file to be  |

|  |   |
|--|---|
|  | processed by the HHSDC's MICS billing system. The disk storage charge is the total amount of ADABAS 3390 Gigabytes multiplied by current disk storage rate. |
|--|---|

INVOICE CATEGORY associated with COST CENTER 143:

| Invoice Category | Invoice Category Definition | Unit     | Rate     | Cost Center |
|------------------|-----------------------------|----------|----------|-------------|
| 7211             | ADABAS Disk Storage         | Gigabyte | \$29.077 | 143         |

### ***COST CENTER 301 – DISK STORAGE-SERVER***

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | The Disk Storage cost center recovers all components of the cost center resources. Components include hardware, software, personnel, and miscellaneous. Software includes the associated software necessary to manage DASD resources, backup, and recovery. |
| MEASUREMENT     | The unit of measurement for this resource is per gigabyte per month.  |
| UTILIZATION     | Utilization is based on delivered storage requested by the customer in nine gigabyte segments.  |
| CHARGES         | The charge is the number of Gigabytes multiplied by the rate.   |

INVOICE CATEGORY associated with COST CENTER 300:

| Invoice Category | Invoice Category Definition | Unit     | Rate     | Cost Center |
|------------------|-----------------------------|----------|----------|-------------|
| 7206             | Disk Storage-Server         | Gigabyte | \$29.077 | 301         |

### ***COST CENTER 390 – DISK STORAGE-DEDICATED***

| Attribute       | Description  |
|-----------------|--|
| COST ALLOCATION | The disk storage-dedicated cost center recovers all components of the cost center resources for DASD volumes assigned to a single customer department for their exclusive use. Components include hardware, software, personnel, and miscellaneous expenses.   |
| MEASUREMENT     | The unit of measurement for this resource is per volume per month.   |
| UTILIZATION     | A SAS database (Dedicated Disk Packs) is updated whenever a DASD volume is requested to be assigned or unassigned to a customer department. The MICS billing process uses this data to charge the customer department. The tracks are considered to be a monthly allocation, and customers are billed for all tracks on each volume/pack assigned to them. |

INVOICE CATEGORY associated with COST CENTER 390:

| Invoice Category | Invoice Category Definition | Unit   | Rate    | Cost Center |
|------------------|-----------------------------|--------|---------|-------------|
| 7203             | Disk Storage-Dedicated      | Volume | \$82.52 | 390         |

### ***COST CENTER 500 – FORMS***

| Attribute       | Description  |
|-----------------|--|
| COST ALLOCATION | The cost of each type of a box of forms is divided by the number of pages in the |

|             |   |
|-------------|---|
|             | box, giving the price per form.   |
| MEASUREMENT | The form rate is per page.  |
| UTILIZATION | Utilization is developed with data captured by the SMF monitor using an SMF type 6 record which records the number of lines printed per job and skip to channel commands. Charges are developed using the following algorithm: <ol style="list-style-type: none"> <li>1. Using skip to channel commands as a top of form indicator giving the number of pages printed.</li> <li>2. A maximum number of lines per page is established for each form and this number is divided into the total lines giving the number of pages.</li> </ol> |
| CHARGES     | The option is chosen with the most number of pages printed. This record is passed to the MICS billing system where the records are formatted, summarized, and charged for at the appropriate forms rate per page.   |

### ***COST CENTER 605 – SAS SOFTWARE VLPA***

| <b>Attribute</b> | <b>Description</b>   |
|------------------|--|
| COST ALLOCATION  | This cost center was created to specifically monitor SAS software Volume License Purchase Agreement (VLPA) purchased for our customers. It was developed for the purpose of recovering funds for providing SAS software to HHSDC customers via an Enterprise license agreement. Expenses are treated as pass through and billed directly to customers. |
| CHARGES          | Charges are billed via RFA or Memobill and are subject to a five percent administration fee, not to exceed \$850.00.   |

### ***COST CENTER 801 – JOB FLUSH***

| <b>Attribute</b> | <b>Description</b>   |
|------------------|--|
| COST ALLOCATION  | This cost center is intended to recover the costs for job cancellations.                         |
| CHARGES          | This charge is for any job cancelled (flushed) due to incorrect JCL information on the job card. |

INVOICE CATEGORY associated with COST CENTER 801:

| <b>Invoice Category</b> | <b>Invoice Category Definition</b> | <b>Unit</b> | <b>Rate</b> | <b>Cost Center</b> |
|-------------------------|------------------------------------|-------------|-------------|--------------------|
| 1701                    | Job Flush-Batch                    | Job         | \$0.35      | 801                |
| 1702                    | Job Flush-TSO                      | Job         | \$0.35      | 801                |

### ***COST CENTER 850 - COURIER***

| <b>Attribute</b> | <b>Description</b>  |
|------------------|---|
| COST ALLOCATION  | Resource components allocated to this cost center are the courier service contract, personnel, and overhead. Courier services are contracted services to transport input/output between the HHSDC and the user community. |
| MEASUREMENT      | The rate for this service is per drop. A drop is defined as a courier trip from the HHSDC to a user(s) location and back to the HHSDC.  |
| UTILIZATION      | The utilization reported is the number of drops in a calendar month made to a specific customer.  |
| CHARGES          | Charges are calculated based on the number of monthly drops made by the courier to each customer location and are billed through the MICS billing system.   |

INVOICE CATEGORY associated with COST CENTER 850:

| Invoice Category | Invoice Category Definition | Unit | Rate   | Cost Center |
|------------------|-----------------------------|------|--------|-------------|
| 8529             | Courier Charges             | Drop | \$8.20 | 850         |

### ***COST CENTER 851 – TAPE STORAGE***

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | Tape storage charges recover all components of cost center resources. Components include hardware, software, personnel, and overhead.   |
| MEASUREMENT     | The measurement for this service is per tape. Tape is a physical volume (reel or cartridge) upon which resides a file(s).   |
| UTILIZATION     | The Computer Associates software package CA-One, is used to manage the tape library system. A tape is dynamically added to the Tape Management Master File (TMMF) when a job requests a tape file. Each time a scratch tape is mounted, MVS reads the volume serial number. MVS passes control to CA-One before any processing is done to the tape. CA-One checks the volume serial number (volser) to insure the tape is a valid scratch tape. It also looks at the DSN from the JCL (or defaults) and writes this information to the TMMF plus the expiration date, DCBs, etc. Once CA-One has written the record to TMMF, control is passed back to MVS. After the file is closed, block counts are also written to the TMMF record for that tape. |
| CHARGES         | Randomly, once a month, each active tape record is written to a snapshot file. This snapshot file is sorted first by department and then by account code. Customers are billed for all tapes present at the time this snapshot is taken. In addition, users will be billed for dedicated scratch tapes at the same rate and at the account code level.  |

INVOICE CATEGORY associated with COST CENTER 851:

| Invoice Category | Invoice Category Definition | Unit | Rate   | Cost Center |
|------------------|-----------------------------|------|--------|-------------|
| 8501             | TAPE STORAGE-LOCAL          | Tape | \$0.51 | 851         |

### ***COST CENTER 853 – TAPE STORAGE OFFSITE***

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | Tape storage offsite charges recover all components of cost center resources. Components include personnel and overhead.  |
| MEASUREMENT     | Tape is a physical volume (reel or cartridge) upon which resides a file(s). Multiple files on a tape will be for the same user and charged for as a single volume. This cost center rate is per tape.   |
| UTILIZATION     | The Computer Associates software package, CA-One, is used to manage the tape library system. A tape is dynamically added to the TMMF when a job requests a tape file. Each time a scratch tape is mounted, MVS reads the volser. MVS passes control to CA-One before any processing is done to the tape. CA-One checks the volser to insure the tape is a valid scratch tape. It also looks at the DSN from the JCL (or defaults) and writes this information to the TMMF plus the expiration date, DCBs, etc. Once CA-One has written the record to TMMF, control is passed back to MVS. After the file is closed, block counts are also written to the TMMF record for that tape. |
| CHARGES         | Randomly, once a month, snapshot file is sorted by department, account code,  |

|  |   |
|--|---|
|  | and outcode = Archive (ARCH) and Disaster Offsite Storage Location (DOSL). Tapes are archived if there hasn't been any activity for 18 months and the expiration date is 18 months in the future. There can also be a year-year criterion for archive. Disaster offsite storage is requested by the user. |
|--|---|

Users having DOSL tapes that require offsite storage will be charged a local storage rate in addition to the offsite storage rate. Users are billed for all tapes present at the time the snapshot is taken.

INVOICE CATEGORY associated with COST CENTER 853:

| Invoice Category | Invoice Category Definition | Unit | Rate   | Cost Center |
|------------------|-----------------------------|------|--------|-------------|
| 8502             | TAPE STORAGE-OFFSITE        | Tape | \$1.38 | 853         |

### ***COST CENTER 856 – CUSTOMER TAPE PURCHASE***

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | This cost center was set up to track tape purchases. This was due to the fact that some HHSDC customers were withdrawing tapes, losing tapes, and never returning them to the HHSDC's tape library. This resulted in empty tape slots and unusable tape volser. |
| MEASUREMENT     | The unit of measurement is per tape.  |
| CHARGES         | A tape becomes eligible to become a tape purchase when a tape has not been returned for 180 days. The users of the tape are billed for a missing or lost tape. Once a tape has been sold, a new tape is made available with the previously sold volser.         |

INVOICE CATEGORY associated with COST CENTER 856:

| Invoice Category | Invoice Category Definition | Unit | Rate    | Cost Center |
|------------------|-----------------------------|------|---------|-------------|
| 8503             | TAPE PURCHASE CHARGES       | Tape | \$15.00 | 856         |

### ***COST CENTER 888 - INDIRECT***

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | This cost center was established to record indirect/overhead expenses. According to the OMB Circular A-87 – Attachment E “Indirect Cost rate is a device for determining in a reasonable manner the proportion of indirect cost each program (customer) should bear. It is the ratio (expressed as a percentage) of the indirect costs to a direct cost base.”                            |
| CHARGES         | The indirect/overhead expenses are posted from the HHSDC's expenditure files. Costs that cannot be assigned directly to a specific cost center include ongoing administrative expenses necessary for HHSDC to function. The overhead rate is obtained when all the indirect cost center expenses are divided by the total 'spreadable' cost centers. The current overhead rate is 14.47%. |

INVOICE CATEGORY associated with COST CENTER 888:

| Invoice Category | Invoice Category Definition | Unit | Rate   | Cost Center |
|------------------|-----------------------------|------|--------|-------------|
| 8530             | Indirect                    |      | 14.47% | 888         |

### ***COST CENTER 900 – CONSULTING SERVICES***

| <b>Attribute</b> | <b>Description</b>   |
|------------------|--|
| COST ALLOCATION  | This cost center was set up to hold and monitor HHSDC consulting charges to HHSDC customers.   |
| MEASUREMENT      | The unit of measurement is per hour of staff time.   |
| CHARGES          | The customer is billed using the Request for Adjustment (RFA) process for the number of staff hours, multiplied by the hourly consulting rate. |

INVOICE CATEGORY associated with COST CENTER 900:

| <b>Invoice Category</b> | <b>Invoice Category Definition</b> | <b>Unit</b> | <b>Rate</b> | <b>Cost Center</b> |
|-------------------------|------------------------------------|-------------|-------------|--------------------|
| 8531                    | Consulting Charges                 | Hour        | \$75.00     | 900                |



### III. PROJECT COST CENTERS

The following cost centers were established to hold and monitor expenditures relating to the statewide automation projects, which were transferred to the HHSDC in 1995. These projects are separate pass-through dedicated customers.

The HHSDC overhead rate is applied to non dedicated project expenditure costs via monthly invoices (Memobills) to the California Department of Social Services (CDSS).

#### ***COST CENTER 610 – ISAWS SYSTEM SUPPORT***

| <b>Attribute</b> | <b>Description</b>   |
|------------------|--|
| COST ALLOCATION  | This cost center contains all nondedicated costs associated with the Interim Statewide Automated Welfare System (ISAWS) maintenance and operations project.  |
| CHARGES          | Costs are accumulated from the HHSDC's resource billing files, training records, and Actual Expenditure Records (AER) files. These costs are billed to the CDSS via Memobill process on a monthly basis. |

#### ***COST CENTER 611 – ISAWS SYSTEM SUPPORT DEDICATED***

| <b>Attribute</b> | <b>Description</b>  |
|------------------|---|
| COST ALLOCATION  | This cost center contains all dedicated costs associated with the ISAWS maintenance and operations project.   |
| CHARGES          | Costs are accumulated from the HHSDC's resource billing files, training records, and AER files. These costs are billed to the CDSS via Memobill process on a monthly basis. |

#### ***COST CENTER 625 – CMIPS***

| <b>Attribute</b> | <b>Description</b>  |
|------------------|---|
| COST ALLOCATION  | This cost center contains all nondedicated costs associated with the In-Home Supportive Services / Case Management Information and Payrolling System (IHSS/CMIPS) project.  |
| CHARGES          | Costs are accumulated from the HHSDC's resource billing files, training records, and AER files. These costs are billed to the CDSS via Memobill process on a monthly basis. |

#### ***COST CENTER 626 – CMIPS DEDICATED***

| <b>Attribute</b> | <b>Description</b>  |
|------------------|---|
| COST ALLOCATION  | This cost center contains all dedicated costs associated with the IHSS/CMIPS project.   |
| CHARGES          | Costs are accumulated from the HHSDC's resource billing files, training records, and AER files. These costs are billed to the CDSS via Memobill process on a monthly basis. |

### ***COST CENTER 627 – WDTIP***

| <b>Attribute</b> | <b>Description</b>  |
|------------------|---|
| COST ALLOCATION  | This cost center contains all nondedicated costs associated with the Welfare Data Tracking Implementation Project (WDTIP).  |
| CHARGES          | Costs are accumulated from the HHSDC's resource billing files, training records, and AER files. These costs are billed to the CDSS via Memobill process on a monthly basis. |

### ***COST CENTER 630 - SFIS***

| <b>Attribute</b> | <b>Description</b>  |
|------------------|---|
| COST ALLOCATION  | This cost center contains all nondedicated costs associated with the Statewide Fingerprint Imaging System (SFIS) project.   |
| CHARGES          | Costs are accumulated from the HHSDC's resource billing files, training records, and AER files. These costs are billed to the CDSS via Memobill process on a monthly basis. |

### ***COST CENTER 631 – SFIS DEDICATED***

| <b>Attribute</b> | <b>Description</b>  |
|------------------|---|
| COST ALLOCATION  | This cost center contains all dedicated costs associated with the SFIS project.   |
| CHARGES          | Costs are accumulated from the HHSDC's resource billing files, training records, and AER files. These costs are billed to the CDSS via Memobill process on a monthly basis. |

### ***COST CENTER 635 – EBT***

| <b>Attribute</b> | <b>Description</b>  |
|------------------|---|
| COST ALLOCATION  | This cost center contains all nondedicated costs associated with the Electronic Benefit Transfer (EBT) project.   |
| CHARGES          | Costs are accumulated from the HHSDC's resource billing files, training records, and AER files. These costs are billed to the CDSS via Memobill process on a monthly basis. |

### ***COST CENTER 636 – EBT DEDICATED***

| <b>Attribute</b> | <b>Description</b>  |
|------------------|---|
| COST ALLOCATION  | This cost center contains all dedicated costs associated with the EBT project.  |
| CHARGES          | Costs are accumulated from the HHSDC's resource billing files, training records, and AER files. These costs are billed to the CDSS via Memobill process on a monthly basis. |

### ***COST CENTER 637 – WDTIP DEDICATED***

| <b>Attribute</b> | <b>Description</b>   |
|------------------|--|
| COST ALLOCATION  | This cost center contains all dedicated costs associated with WDTIP. |

***COST CENTER 637 – WDTIP DEDICATED*** (continued)

|         |   |
|---------|---|
| CHARGES | Costs are accumulated from the HHSDC's resource billing files, training records, and AER files. These costs are billed to the CDSS via Memobill process on a monthly basis. |
|---------|---|

***COST CENTER 670 – SAWS***

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | This cost center contains all nondedicated costs associated with the Statewide Automated Welfare System (SAWS) project.   |
| CHARGES         | Costs are accumulated from the HHSDC's resource billing files, training records, and AER files. These costs are billed to the CDSS via Memobill process on a monthly basis. |

***COST CENTER 671 – SAWS DEDICATED***

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | This cost center contains all dedicated costs associated with SAWS project.   |
| CHARGES         | Costs are accumulated from the HHSDC's resource billing files, training records, and AER files. These costs are billed to the CDSS via Memobill process on a monthly basis. |

***COST CENTER 690 – CWS/CMS***

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | This cost center contains all nondedicated costs associated with the Child Welfare Services / Case Management System (CWS/CMS) project.                                     |
| CHARGES         | Costs are accumulated from the HHSDC's resource billing files, training records, and AER files. These costs are billed to the CDSS via Memobill process on a monthly basis. |

***COST CENTER 691 – CWS/CMS DEDICATED***

| Attribute       | Description   |
|-----------------|---|
| COST ALLOCATION | This cost center contains all dedicated costs associated with the CWS/CMS project.  |
| CHARGES         | Costs are accumulated from HHSDC's resource billing files, training records, and AER files. These costs are billed to the CDSS via Memobill process on a monthly basis. |

***COST CENTER 760 – SID MANAGEMENT***

| Attribute       | Description  |
|-----------------|--|
| COST ALLOCATION | This cost center contains all Systems Integration Division (SID) management costs as allocated by the use of pseudo cost centers to each of the individual SID projects. |
| CHARGES         | There is no specific rate for this cost center.  |

## **IV. INVOICING - BILLING**

### ***THE MVS INTEGRATED CONTROL SYSTEM (MICS) BILLING SYSTEM***

The HHSDC uses the MICS billing system to accumulate billing data and to produce customer invoices. The invoice data is collected from SMF and other external billing files. The MICS job BATJOB collects information on resource consumption at the job level. Job utilization counts are multiplied by the appropriate rate to get the costing information. A daily database is built from this information. The daily information is compiled to build a monthly database. The monthly information is sorted at the account code level and used to create customer invoices.

### ***BILLING INVOICE COMPONENTS***

1. Memorandum
2. Invoice Summary
3. Monthly invoice by:
  - A. Department code level
  - B. Account code level
4. Invoice credit supplement report
5. Summary of CICS charges by:
  - A. Account code
  - B. Region
6. Summary of IDMS charges by account code
7. Summary of ADABAS charges
8. Online microfiche processing
9. Dedicated Network Access charges by account code
10. Dedicated communications links charges by account code
11. Dedicated communications charges by account code
12. Dedicated frame relay communications charges by account code
13. Dedicated hardware back billing charges from prior FY to current FY by account code
14. Dedicated hardware back billing charges by account code
15. Dedicated hardware charges by account code
16. Dedicated software back billing charges by account code
17. Dedicated software charges by account code
18. Dedicated hardware charges
19. Dedicated software charges
20. Summary of Network Access charges by account code
21. Summary of Non-ADN Access charges by account code
22. Summary of communication circuit charges by account code
23. Summary of Non-AND communication link charges by account code
24. 3270 Dial-up detail charges
25. HHSDC remote LAN dial-up charges
26. HHSDC remote access VPN usage charges
27. Summary of Foreign Connectivity charges by account code
28. Summary of Firewall/Extranet Connectivity charges by account code
29. Summary of Metropolitan Area Network charges by account code
30. Internet Services billing
31. Summary of Server charges
32. Summary accounting
33. Debit listing
34. HHSDC Network Install charges
35. RFA Report

### ***BILLING INVOICE REVIEW***

The customer invoices are subject to a quality control check for reasonableness, accuracy, and completeness. The reviewed components are assembled into individual invoice packages for each customer and sent out by the eighth working day of each month. In addition, some HHSDC customers now receive their output via online flat file.

## ***BILLING ADJUSTMENTS - RFAs***

### **Description**

An RFA is a one time adjustment to a current fiscal year customer's invoice. RFAs amounts are either debits (charges) or credits (reimbursements) to a customer's current fiscal year invoice. RFAs are processed monthly through the MICS billing system. The RFA process is the MICS billing system mechanism for changing (adjusting) a customer's current fiscal year monthly MICS invoice associated with the customer's current fiscal year interagency agreement (IAA). RFAs are prepared only by HHSDC staff.

### **How to request an adjustment**

Customers with questions about invoice charges should contact their customer service representative or Rates & Cost Recovery program staff.

### **Uses for RFAs**

**DEBITS:** Used to add charges to a customers current fiscal year monthly invoice related to the customer's current fiscal year IAA.

- Corrections to a customer's current fiscal year invoice for amounts not previously charged to the customer's prior monthly current fiscal year invoices requested by an HHSDC employee or customer.
- Charges to a specific customer for non-system resources such as outright purchases (OP) of items associated with Cost Centers (CC):
  - 150 Dedicated Hardware
  - 151 Dedicated Software
- Specific project billings, such as CC:
  - 169 DHS/MIS Project
- Telephone company services, such as install charges related to CC:
  - 176 Dedicated Communication
- Professional services contracted for a specific customer through HHSDC, such as On-call maintenance for user equipment associated with CC:
  - 178 Dedicated Support
- User training charges associated with CC:
  - 180 Training Center Services
- Consulting services performed by HHSDC for a specific user associated with CC:
  - 900 Consulting Services

**CREDITS:** Used to subtract reimbursements to a customers current fiscal year monthly invoice related to the customer's current fiscal year IAA.

- Corrections to a customer's current fiscal year invoice for a prior monthly current fiscal year invoiced amount requested by a customer or an HHSDC employee.

- Customer rebates associated with CC:
  - 999 Miscellaneous Credits

RFA debits and credits appear in the customer's monthly (MICS) user invoice package. The RFA credits are located in the Invoice Credit Supplement Report and the RFA debits are located in the Peripheral Services Charges Section. RFAs can only be accepted for the 12 months prior to the current billing cycle, and preferably by fiscal year.

### ***BILLING ADJUSTMENTS – BACK BILLING for PRIOR FISCAL YEARS***

On a monthly basis the billing system generates two back bill reports that summarize, by customer department, the equipment that has been added to the HHSDC Hardware/Software file. These equipment records may have effective dates that are several months in arrears because the HHSDC requires receipt of the vendor's notice of installation before customers are invoiced.

Charges pertaining to prior fiscal year(s) are billed to the customer departments via the Memo Bill Process based upon the back bill report. Any charges attributable to current fiscal years will appear on customer's current monthly invoices.

### ***DEPARTMENT USER CODES & ACCOUNT CODES***

#### **USER CODES**

Department User Codes are the two character identifier that is assigned to each customer department.

County Departments are assigned a three character user code.

The user code is incorporated as a high level qualifier to catalog data sets, track customer resource utilization, and produce billing invoices.

All department User Codes are assigned by the HHSDC's Rates & Cost Recovery Program staff.

Departments who wish to become new customers of the HHSDC should contact the Customer Relations Division at 916-454-7225.

The customer relations staff will initiate the new customer process, which will result in the assignment of a Department's user code and modification of all HHSDC billing mechanisms to include the new customer department.

#### **ACCOUNT CODES**

Account codes are developed by the customer departments as a method to identify and track internal utilization of the services provided by the HHSDC. The account codes could be configured to define internal users, projects, locations, types of services, or any other qualifier determined necessary by the individual Departments.

Account codes must begin with the HHSDC assigned User Code.

The account codes contain ten characters total and must begin with the assigned user code.

The remaining eight characters, seven characters for County Departments, may be any combination of numbers and letters as determined by the individual department. The account code structure is not validated by HHSDC and is maintained by the customer department.

### ***ADMINISTRATIVE SERVICES CHARGE***

All customer purchases of hardware, software, telephone company charges and consulting procured at the request of a specific customer, and are used in direct or pass-through connection with the HHSDC will be assessed an administrative handling charge. In addition, this administrative handling charge will apply to any requests for billing outside the customers' IAAs. The administrative charge is five percent of purchase up to a maximum of \$850.

### ***DGS FEES***

All customer purchase requests or contracts that require approval/review from Department of General Services (DGS) are subject to a DGS fee which is deducted directly from HHSDC's account. This fee is then recovered through billing the customer department that benefited from the DGS service.